

Centre for Conflict Resolution

Program Calendar
2002-2003

JJ
**JUSTICE
INSTITUTE
OF B.C.**

*Learning Together for
Safer Communities*



What's New

Annual Calendar Format

Plan your learning for a full year

New Certificates and Specializations

Mediation Specialization
JI Certificate Program in Family Mediation

New Benefits

Certificate candidates are entitled to
some great new benefits

New Calendar Design

User-focused layout

Updated Website

Visit us on-line for up-to-the-minute
program information

On-Line Learning Community

Coming in early 2003

Table of Contents

About the Centre and the Justice Institute

The Justice Institute	
President's Message	2
About the Justice Institute	3
The Centre for Conflict Resolution	
Director's Message	6
About the Centre	7
Our Mission, Vision and Values	10
Instructional Team	11

Program and Certificate Information

General Information	18
Certificates and Specializations	21
Conflict Resolution / Negotiation	24
Mediation	26
Peacemaking and Restorative Justice	28
First Nations Negotiation Skills	30
JI Certificate Program in Family Mediation	32
JI/UBC Certificate in Conflict Resolution in an Educational Context	34

Course Descriptions

General Information	36
Program and Career Information Sessions	37
Conflict Resolution	38
Skill Building	44
Negotiation	46
Mediation	48
Facilitation and Group Work	52
Intercultural Issues	54
Peacemaking and Restorative Justice	56
Family Mediation	59

Course Schedules and Fees

General Information and Locations	64
Course Schedules	
by Location	
Greater Vancouver	66
Fraser Valley	73
Victoria	73
Duncan	75
Nanaimo	75
Campbell River	75
Okanagan Valley	76
On-Line Learning and Correspondence	76
Alphabetical Schedule by Course Name	78

Student Information

Working in Dispute Resolution	90
Accreditation	91
Credit for Prior Learning and Experience	93
Transfer Credit to Other Post-Secondary Institutions	93
Facilities	94
Policies and Regulations	95
Registration	98
The Justice Institute Library	100
The JI Store	103

Index	104
-------------	-----



Jack McGee, President, Justice Institute of BC

Welcome to the Justice Institute of BC, fondly referred to as the 'JI'. We have a unique provincial mandate that encompasses education and training in all aspects of public safety that lead to safer communities.

The JI is recognized as a world leader in the development and delivery of training to police, fire, ambulance, courts, corrections and emergency management professionals. We are also known for our training in social services and community safety. And, our role extends far beyond these traditional aspects of public safety.

For us, 'Learning Together for Safer Communities' also means increasing our ability to deal with the issues we face every day of our lives. Building understanding and skills in the areas of conflict resolution, negotiation, mediation, and restorative practice is a fundamental component of our work.

The Centre for Conflict Resolution has been developing and delivering training in these areas for almost 2 decades, and has a well-deserved international reputation as a leader in dispute resolution. Our students come from every part of the global community - private citizens, municipal, provincial and federal governments, First Nations communities, non-profit organizations and businesses in every industry, from across Canada and abroad - all with the shared vision of increasing our individual and shared capacity for working through our differences.

We all have a role in improving and strengthening the communities in which we live. I know you will find the JI's programs and services of benefit, both for yourself, and as demonstrated by the thousands of professionals who protect public safety every day.

WELCOME TO THE JI

The Justice Institute of B.C. is a dynamic, post-secondary learning organization recognized nationally and internationally for continuous improvement and innovative education. Our unique provincial mandate encompasses education and training in the areas of criminal and social justice, public safety and social services making British Columbia's communities safer places to live. Each year the JI's distinctive educational model attracts people from across Canada and throughout the world.

Located in New Westminster, BC, 30 minutes from downtown Vancouver, our educational programs and services are delivered to government agencies, community organizations, private corporations, and the general public, throughout the province and around the world.

From educational programs to one-of-a-kind services, the JI name is synonymous with value for students, taxpayers, local communities, industry and government.

Our nine academies and divisions reflect special areas of expertise:

- Centre for Conflict Resolution
- Corrections and Community Justice Division
- Courts Academy
- Emergency Management Division
- Fire and Safety Division
- Pacific Traffic Education Centre
- Paramedic Academy
- Police Academy and Contract Law Enforcement Programs
- Social Services and Community Safety Division

Approximately 40,000 students are attracted to the JI annually, many returning throughout their careers for ongoing education. More than 1,500 courses, seminars and conferences are offered in residence at JI campuses, in communities around the province, at employers' preferred locations, and online through the "virtual" JI. Customized courses and services are also offered for government and industry. The community also benefits from applied research projects that the JI undertakes on behalf of its public and private sector clients.



On the beautifully landscaped grounds of the JI Campus

CONTINUOUS IMPROVEMENT - ISO 9001:1994 REGISTERED

Focused on quality, the JI is the only post secondary institution in B.C. - and one of only a few in North America - to be registered under ISO 9001:1994 (BSI FM #63029). This internationally recognized designation ensures that our programs meet the requirements of our students and clients and are continuously reviewed, improved and updated to maintain the highest possible standards.

DEGREE PROGRAMS

In partnership with Simon Fraser University and Royal Roads University, the JI offers Bachelor of General Studies and Master of Arts degrees in Justice and Public Safety Leadership. These degree programs develop essential leadership and management skills tailored specifically to the real life concerns of justice and public safety professionals.



Bright, functional and architecturally beautiful facilities

EDUCATIONAL PARTNERSHIPS

The JI also partners with school boards and a number of post secondary institutions to develop curriculum, offer joint programs and transfer credit for prior learning. Current partnerships include, the University of British Columbia, British Columbia

Institute of Technology, University of Victoria, Camosun College, Malaspina University College, Yukon College, Douglas College, Okanagan University College, University College of the Fraser Valley, North Island College and New Westminster School District #40.

LOCAL AND INTERNATIONAL CLIENTELE

The JI has earned an international reputation for professional standards and adaptability and for its state-of-the-art equipment and facilities. Our students are local and global, as clients from around the world look to us for education, training and consulting services. Countries such as Hong Kong, the Philippines, Saudi Arabia, Singapore, South Africa, United Arab Emirates, and the United States have called on our staff and instructors' expertise to educate, consult and evaluate their services.

FACILITIES

Our campuses offer traditional face-to-face instruction complemented by on-line teaching and learning through the "virtual" JI. Our main campus in New Westminster is augmented with one of the top three Fire and Safety Training Centres in North America at our Maple Ridge site, and one of the leading North American Traffic and Education Centres for research in collision avoidance and driver education at Boundary Bay.

JI MISSION - OUR PURPOSE:

To enhance the quality of life for all by educating and training those who make communities safer.

JI VISION - HOW WE WILL BE SEEN:

A learning centred organization, based in British Columbia, internationally recognized for our expertise and leadership in education, training and professional standards and practices in justice, public safety and human services.

THE JI WAY - WHAT WE VALUE & HOW WE DO OUR WORK:

- We are learning centred, quality driven and committed to continuous improvement.
- We combine professional expertise, work experience and instructional skills to design and deliver programs that are practical and relevant.
- We provide a safe and healthy working and learning environment.
- We communicate openly and work collaboratively and cooperatively throughout the Institute to build trust and strengthen the organization.
- We are ethical and treat all people with fairness, integrity, and respect.
- We foster innovation and an entrepreneurial spirit.
- We integrate our structures and processes to enhance efficiency and effectiveness.
- We are fiscally responsible, focusing our resources on our core competencies.
- We are accountable for our performance and results



Carrie Gallant, Director, Centre for Conflict Resolution

Welcome to our new Calendar, and our new look! We redesigned our calendar in response to feedback from our students. You told us that you would prefer a 12 month calendar cycle, allowing you to plan your program for a full year. You also told us that you'd like us to make the calendar easier to read and use. We're pleased to respond, and hope you find this calendar a more effective and informative tool.

You also will see a number of new things that we are quite excited about. I am thrilled to introduce a certificate specialization in Mediation. Many of our students want to do mediation in some form, choose our mediation electives, and have requested that their certificate reflect their interest. This new specialization, with more focused electives and a mediation assessment, recognizes these needs.

Another exciting new offering is the JI Certificate Program in Family Mediation, jointly offered by the Centre for Conflict Resolution and the Corrections and Community Justice Division. The JI Certificate provides all of the educational and experiential criteria required to apply for Family Mediation Canada certification and listing on the BC Roster Society's family mediation roster.

In 2003, students enrolled in our certificate programs will have access to an on-line community, that will provide easier access to other learners, regular information on what is new at the Centre and the JI, and notices on speakers and events in the Con Res field.

We continue to offer and further develop the Peacemaking and Restorative Justice specialization. In the year ahead, we will continue to investigate new ideas, partnerships and ways of delivering our program that will meet the needs of our learners and communities.

Please let us know what you think about our new look and our new offerings.

The Centre for Conflict Resolution at the Justice Institute of BC has been one of the top training programs in North America in the field of conflict resolution for nearly two decades. Comprehensive, experiential training in interpersonal conflict resolution, interest-based negotiation, mediation and restorative practices is offered at the main JI Campus in New Westminster, in downtown Vancouver, and at locations across British Columbia. The Centre also delivers a range of training and conflict management services to local, national and international organizations.

There are many choices available for individuals and organizations to access the Centre's programs and services. Here's a look at what's available.

OPEN COURSE REGISTRATION

Individuals can select from any of our courses to meet a one-time learning requirement. You need only ensure that you have the required prerequisites, if any, before registering.

CERTIFICATE PROGRAMS

The Centre's Certificate in Conflict Resolution is internationally recognized for excellence in dispute resolution training. We now offer six specializations, with varying course and assessment requirements, to meet your individual needs:

- Conflict Resolution/Negotiation
- Mediation
- Peacemaking and Restorative Justice
- First Nations Negotiation Skills
- Conflict Resolution Practices in an Educational/School Context (joint program with UBC Faculty of Education)
- Family Mediation (joint program with the Corrections and Community Justice Division of the Justice Institute)

Each specialization is covered in detail in the next section of the calendar.



LOCATIONS THROUGHOUT BRITISH COLUMBIA

We partner with universities, colleges and other organizations throughout BC to offer our most popular courses in your local community. Our course schedule includes a special section covering course listings in these locations:

- Camosun College Interurban Campus, Victoria
- University College of the Fraser Valley, Abbotsford
- Malaspina University College, Nanaimo and Duncan
- Okanagan University College, Penticton and Vernon
- North Island College, Campbell River

For the convenience of our students who work in the downtown Vancouver area, we also offer daytime and evening courses at the YWCA at Hornby and Dunsmuir.

We regularly add locations as demand and facilities permit - check our website for updated course listings in your area.



LEARNING IN THE WORKPLACE

Some businesses and organizations find it valuable to bring our courses to them. They recognize the benefits associated with providing a shared, consistent learning experience to entire teams. They also enjoy the efficiency and cost effectiveness of training groups of employees at one time.

Most of our courses can be delivered in the workplace setting. We can also vary the format of our courses, and customize them to meet specific needs or circumstances in your organization.

Programs generally accommodate a minimum of 10 participants and a maximum of 20. Participants in workplace training may be eligible for credit toward the Certificate in Conflict Resolution.

The cost of Learning in the Workplace programs varies based on the location, course content, number of participants and degree of customization required. We provide each client with a detailed quote once their specific needs have been determined.

Booking early is the best way to ensure that we will be able to accommodate your Learning in the Workplace requirements, which are conditional on the availability of a suitable instructional team. We recommend a minimum of 6 weeks notice.

Our Learning in the Workplace program planner can provide you with further information - please call 604-528-5608 or 1-888-799-0801.

OTHER CONFLICT MANAGEMENT SERVICES

Consultation: If you are not sure what your group or organization requires, we can provide on-site consultation on an initial or periodic basis. We'll work with you to review your current situation, set objectives, determine options and make recommendations that support your organizational goals and needs.

Mediation/Facilitation: At times you may require the assistance of a mediator or facilitator to help individuals or groups deal with issues. We can connect you with trained and experienced professionals who can provide these services.

Individual Coaching: Program participants sometimes encounter difficulties with the application of a particular skill or concept, or would like a little extra help in preparing for the assessment process. In these situations, a skills coach can be of real help. Many of our program coaches are available to assist students on a private basis, either by telephone or in person.

Dispute Resolution Processes: Your organization may want to set up internal dispute resolution processes or systems to address conflicts and complaints - ask how we can help.

Training Effectiveness Indicators: Staff at the Centre will work with you to develop methods of determining the impact of conflict resolution training on your organization's plans and objectives.

Our Conflict Management Services program planner can provide you with further information - please call 604-528-5608 or 1-888-799-0801.

Learn more about us - attend a *free* Program and Career Information Session (see page 37) or visit our website at www.jibc.bc.ca/ccr

CENTRE MISSION - OUR PURPOSE:

To inspire and enable the transformation of individuals and their relationships, leading to just and peaceful communities.

CENTRE VISION - HOW WE WILL BE SEEN:

Our learning environment provides expertise and leadership in conflict resolution practices for individuals, organizations and communities, supporting increased awareness, understanding and skills to resolve differences and build effective relationships.

CENTRE VALUES - WHAT GUIDES OUR WORK:

As a learning community we make an ongoing commitment to the challenge of putting into practice constructive dispute resolution in our relationships with colleagues, students and the larger community.

We value the attitudinal and behavioural shifts toward awareness, respect and acceptance of self and others; and we promote interest-based, restorative and other methods of resolving differences.

We recognize that people approach conflict from different cultural perspectives and individual experiences. We value diversity and strive to reflect it and be responsive to it in our programs.

We value leadership in the dispute resolution field and continually strive for excellence by:

- demonstrating personal integrity and ethical conduct in all dealings;
- challenging ourselves and being open to challenge on what we teach and how we teach it;
- remaining innovative, open and investigative;
- listening and thoughtfully responding to community needs;
- being collaborative and consultative within the conflict resolution field;
- encouraging and assisting communities to advance and implement collaborative conflict resolution.

We value experiential, practical, theoretical and philosophical components of the learning process. We acknowledge diverse learning styles and place emphasis on the needs of the learner. We are committed to ongoing support and skill development for all members of the learning community.

In all aspects of our programs, we value methods of assessment and evaluation that are measurable, fair, consistent and based on objective criteria. We establish programs that are consistent with existing professional standards.

Within our decision-making process we value participation, collaboration and consultation as appropriate; and clarity in structure, roles, expectations and responsibilities.

Help us to stay in touch with you - update your
address, phone and e-mail information by
calling 604-528-5608

COURSE INSTRUCTORS AND FACILITATORS

Our instructional team consists of dispute resolution specialists who bring experience from a broad range of industries and professions, including business, education, law, counselling, community programs, community development and human relations. They are all actively involved in the dispute resolution field.

MARY ANNE ARCAND - B.A., has worked with the Cariboo-Chilcotin First Nations for the past 7 years, developing a community-based justice program. Her other experiences include establishing a First Nations' youth cultural camp, community mobilization, organizational development, policy building and fundraising. She is a proud recipient of the Attorney General's Award for Crime Prevention & Community Safety.



ELIZABETH AZMIER-STEWART - BA, Cert. ConRes, is a mediator and educator with 15 years experience assisting people to reconnect and collaborate in significant relationships that have been injured or stymied by conflict. She works with individuals and groups in organizations, schools and universities, health care, co-operatives, families and child welfare.

NANCY BAKER - Cert. ConRes, is a trainer and coach in conflict resolution and non-profit development topics. She has had a private mediation practice since 1994. Her background is in art, private business and community development.



JOAN BALMER - BA, Certificate in Adult Education, MA, is a management consultant with 20 years of experience working with municipal, provincial, and federal government departments, crown corporations, and private sector business. She has a life long fascination with 'what it means to be a human being'. Whether training, coaching, or consulting, her MA in humanistic psychology supports her work with clients in developing their competencies, skills and self-understanding. She specializes in working to resolve conflict whether it is personal, interpersonal or small group. Her work is also supported by a meditation practise which began in 1984.

JANICE BATEMAN - Cert. ConRes, ICADC, is a trainer in negotiation, mediation, conflict resolution, anger management and communication skills. She is also a mediator in workplace, family and organizations. Her background is in social services, high risk youth, organizational facilitation and business. She now works and resides in the Okanagan/Shuswap region.



CHRISTIANE BOISJOLY - B.Sc., MBA, is an independent worker practicing organizational development. She facilitates group work for organizations/groups/communities wanting to improve their processes and relationships. Christiane obtained her RPDR designation from CIAN. She has worked extensively as a trainer and practitioner in conflict resolution, mostly around organizational and community issues. She has worked within cross-cultural contexts, profit and non-profit organizations as well as government.



SALLY CAMPBELL - B.A., Cert. ConRes, J.D., has been a mediator and facilitator since 1985. As a trainer she specializes in multi-party disputes, high-conflict and multi-cultural settings. Her mediation experience includes land-use tables, complex family and estate work, commercial, workplace and community. She is involved locally in Restorative Justice and the development of circle approaches to problem-solving and peacemaking.

GAIL DANIELS - MA, PRJ Advisor, has been with the Calgary Board of Education for the past 16 years where she is the community conferencing specialist and a member of the Student Response Team. She developed the community conferencing program for the Board and has been practising conferences since June 1999 in elementary, junior high and high school settings, addressing serious incidents that could result in criminal charges or suspension.

Instructional Team



LINDA DOBSON-SAYER - MA, Cert. ConRes, is an organizational consultant and certified executive coach, with specific expertise in conflict resolution, team and leadership training/coaching. Linda's professional experience includes senior management positions, and consulting with decision makers in public and private sectors, domestic and international organizations. A faculty member of Cardean University (MBA - Leadership), and trainer of leadership coaches, Linda is committed to building learning experiences that are dynamic, pragmatic and fun!

SANDY DUNLOP - Cert. ConRes, is a mediator in private practice, specializing in the resolution of parent-teen conflict, conflicts within families, between teens, and in the workplace. She also provides both individual and group instruction and coaching in anger and conflict management skills. Ms. Dunlop's background is varied, including journalism, group facilitation, and law.



MICHAEL FOGEL - J.D., LL.B., M.Ed., C.Med., has been a mediator, facilitator and negotiation/conflict resolution educator in private practice for 17 years. He mediates commercial, organizational, multi-party, public policy and family disputes. Michael teaches post-graduate university programs and presents courses to a variety of public and private sector organizations. Prior to his move to Canada, Michael practiced law in Los Angeles, California and served as a municipal and superior court judge. He is presently a board member of the B.C. Mediation Roster Society.

BRIAN FRANK - B.A., C. Med., has been a mediator and educator in the field of conflict resolution since 1991. Brian has extensive experience working in the areas of family, workplace, labour, and community dispute resolution. Drawing upon his educational background in social psychology, theology, and conflict resolution, Brian has an eclectic approach to dispute resolution that is focused on achieving positive outcomes through client empowerment.



PHIL GATENSBY - is from the Tlinget First Nation, Raven Clan, in Carcross, Yukon, and has been involved in circle work in the Yukon for 20 years. He has worked extensively with youth and elders and has provided facilitation in correctional as well as in school settings. He is also a practitioner of First Nations ceremony.

MARIO GOVORCHIN - Cert. ConRes, B.A. (Psych.) is a trainer in conflict resolution, mediation and negotiation, specializing in anger management and working with troubled youth. Mario is a certified instructor with the Crisis Prevention Institute. His background includes psychology, organizational consulting and working with a wide variety of government, business and community organizations.



GARY HARPER - Cert. ConRes, LL.B., brings experience as a lawyer and regulator to his work with the "people side of organizations". In this respect, he teaches communication and conflict resolution skills, facilitates planning sessions and mediates workplace issues. He uses storytelling to help people better understand and resolve conflict. Gary believes people learn best when they are active and having fun.

TERRY HARRIS - C.Med., B.A., LL.B., is a mediator in the personal injury and child protection fields. Previously a litigation lawyer and a counselor and administrator in the social services sector, he is extensively involved in conflict resolution training in B.C. Terry brings to training a unique mix of experience from his work as a Director of a crisis line, a marriage counselor, a street youth worker, a police constable, a juvenile detention unit supervisor, and a litigation lawyer.



KELLY HENDERSON - R.N., BSc.N., M.Ed.(CNPS), has a background of 25 years experience in health care organizations. Her private practice work is largely in health care environments and includes mediation, specific course development for organizations in communication skills, managing and resolving conflicts effectively and developing leadership in health care. She

Instructional Team

also provides support to the following SFU masters level programs: Executive MBA, Physician EMP, and Executive MDP.



NANCY HINDS - MA, is a teacher, facilitator, instructor and coach with over 15 years of experience in the field of alternative dispute resolution, negotiation, and mediation. Her other areas of expertise include community-building, dynamic group facilitation, organizational health and restorative justice. She has worked with the education system, non-profit and professional organizations and is currently involved with several BC Safe & Caring School initiatives.

STACEY HOLLOWAY - B.Sc.N, Cert. ConRes, is an acknowledged and skilled interventionist in the fields of human relations and organizational development. She is a principal in Holloway Zaiser and focuses her talents and energy on organizational development, particularly change education, change strategy consulting, and change leadership development. She assists organizations in designing and accomplishing transformations while building their internal capacity for continuous change. Her work includes strategy, facilitation, mediation, training, and keynote speaking. She has extensive experience in the private sector as well as in health care and education.



NYM HUGHES - Cert. ConRes, Dip. Adult Ed, M.Ed, is a mediator, facilitator, trainer and JI administrator. She has had a private practice in facilitation and mediation since 1987 and works primarily with community groups and non-profit organizations. Her particular interests include the impacts of culture and gender on conflict, learning and administration.

ED JACKSON - Cert. ConRes, C.G.A., is a trainer and consultant specializing in multi-party organizational and workplace disputes, including harassment, discrimination, and labour relations issues. Ed has extensive experience in the development and implementation of Respectful Workplace Programs and as a mediator specializing in organizational, workplace, and partnership issues as well as complex financial divorce issues.



NANCY MCPHEE - Cert. ConRes, is a skilled and elegant facilitator, instructor and mediator bringing over 25 years of training experience to the classroom. Nancy's background includes education, community development, health care and many volunteer experiences. Her vibrant style, sense of humour and common sense approach make learning fun and relevant.

RON MONK - D. Tech., Cert. ConRes, is a trainer in conflict resolution, mediation, negotiation and communication skills. A mediator since 1987, his work encompasses organizations, government agencies, family, child protection, and intercultural and multi-party/group facilitation. Ron has a background in broadcast communications, not-for-profit management and government.



ARTHUR RIDGEWAY - PhD., R.Psych, works as a consultant and facilitator across Canada in the fields of Dispute Resolution and Leadership Development. He is a senior associate with the Niagara Institute and an associate facilitator with the Conference Board of Canada. Internationally, he represents Canada at the APEC Alternative Dispute Resolution Executive Education Project and has worked as a facilitator for Asia Development Bank Institute.

SANDRA ROSSI - Cert. ConRes, has worked in the Criminal Justice System for the past 20 years. She specializes in Alternative Dispute Resolution and Restorative Justice. Currently, Sandra co-ordinates a youth alternative measures program and she is a mediator/facilitator in private practice. She has worked in the public, private, and non-profit sector.



ROSE ROWLANDS is a facilitator/instructor/coach in conflict resolution. She has 11 years experience with community development and peacemaking processes, such as sharing circles and sentencing circles. Rose has extensive experience in community development processes, and has designed and implemented comprehensive community justice programs.

Instructional Team



JILL SCHRODER - BA, MSc, Cert. ConRes, C.Med. (BCAMI), develops, coaches and presents in-house and public training in conflict resolution, mediation and negotiation, assertiveness and communication skills, dealing with anger and managing transition for a broad range of organizations. She has a mediation and personal coaching practice, and does small and large group facilitation. She specializes in workplace and relationship disputes, and has a strong interest and commitment to personal transformation.

JOE SOLANTO - Ph.D., is a therapist, clinical supervisor, and educator in private practice. He has provided debriefings for front-line staff coping with victims of personal tragedy and natural disasters, and has worked extensively with psychiatrists and other clinicians in diagnostic assessment and treatment-planning processes. He has more than 20 years of experience working with high-risk youth.



DONNA SOULES - Cert. ConRes, MA, also teaches at Malaspina University-College in the Criminology Department. She has had a private mediation practice on Vancouver Island since 1993, focusing on organizational, family, and First Nation's issues. She has been a member of the Attorney General's mediation roster since 1998. In the classroom, Donna values interactive learning with a balance of skill development and theory.

SAM STEVENS - LL.B., is a lawyer in private practice. As administrator of the Justice of the Peace program in NWT, he worked extensively developing and implementing community-based justice systems. His publications include "Effectiveness of Circle Sentencing", "Cross-cultural Training for Justice Personnel on Aboriginal Cultures", and "Access to Justice for Aboriginal People".

JACQUIE STEVILAK - PRJ Advisor, is currently the Executive Director of The North Vancouver Restorative Justice Society which delivers a Community Conferencing Program on the North Shore. Jacquie has received her Certificate in Conflict Resolution from the Justice Institute and has over 20 years experience in the legal and education fields.

DR.DUNCAN M. STEWART - Ph.D.(Psych),M.Ed., Dipl. Bus. Admin., R.C.C., Cert. ConRes, is a specialist in remedial interventions with dysfunctional and chronically stressed workgroups, organizations and individual employees, particularly those seeking resolution of serious entrenched conflicts, persistent employee performance problems and Human Rights issues or complaints. Over twenty years consulting and training experience in organizational analysis and development, group mediation and facilitation, formal investigative techniques, bilateral management-union consulting (H.R. & Labour Relations), mental health assessment & treatment.



JIM TOOGOOD - Cert. ConRes, is a trainer in conflict resolution, negotiation and mediation with First Nations groups. He is also a mediator, facilitator and consultant in organizational workplace settings, commercial, personal injury and labour disputes. Jim's background includes extensive experience in business and labour.

DALE TRIMBLE - MA, RCC, has been working to end violence since 1977. He co-founded the Vancouver Alternatives to Violence Program and the BC Association of Counselors of Abusive Men. His work includes training, consultation and individual and couples therapy. He customizes conflict resolution training for the corporate workplace as well as non-profit organizations. He focuses on effective ways to end conflict by fostering relationships based on self-awareness, responsibility, equality, compassion and respect.



LEE TURNBULL - LL.B., M.Ed. (Couns. Psych.), FMC, C. Med., is a trainer and consultant in systems design, and has been a mediator and facilitator since 1985 in commercial, intergovernmental, public process, school district, workplace and family disputes. Lee is Program Manager for the Court Mediation Program (CMP), and Vice-Chair of the Sunshine Coast Regional District.

Instructional Team

TERRY WATERHOUSE - B.Ed., is the Manager of Youth Services for the Burnaby School District. He has worked extensively in the area of violence and abuse prevention for many years. He has designed and delivered training in a variety of related fields and has written resources on the topic.



LAURA WATT is a principal of Jewett Elementary School in Kaslo, B.C. and has integrated peacemaking and restorative justice practices throughout the school community.

MARK WEDGE has been involved in using peacemaking circles in many different settings. He has trained and spoken about circles across Canada and internationally. Mark has been involved in community development and aboriginal capacity development for over 20 years. He has also travelled extensively in order to share and learn about other cultures.



DEBORAH WHITE - B.S.W., M.A./Applied Behavioural Science, is an organization/management consultant, mediator, facilitator and trainer with over 20 years of experience. Her practice focuses on process consulting, coaching, workplace mediation, organizational facilitation, skills training and the reconstruction of working relationships. She works in both public and private sectors assisting with the resolution of multi-party conflicts and union/management issues, coaching employees and managers and assisting people to develop collaborative negotiation and problem-solving skills.

SUE YERXA - B.Sc., Cert. ConRes, Dip. Leadership - is a trainer, mediator and facilitator. Her degree is in Psychology and she holds a certificate in Basic and Advanced Critical Incident Stress Management. Sue's management background is in the social service field and she currently works doing training and intervention work for a variety of government agencies and private companies.



DALE ZAISER, B.A., M.A. is a trainer in conflict resolution, negotiation and interpersonal skills. He is also a facilitator working with organizational conflict and the management of change. Dale's background includes psychiatric nursing, peer mediation in the school system and organizational development work.

Centre for Conflict Resolution Administrative Staff

Back: Nym Hughes, Ximena Ibacache, Sonia Graham, Sandy Beauchesne, Carrie Gallant

Centre: Michelle Tubbs, Sue Crosato, Kerry Gruber

Front: David Caird, Derm McNulty

Not Pictured: Carol Burn, Margaret Hendry



GUEST AND SPECIAL ELECTIVE INSTRUCTORS

The Centre includes guest and special elective instructors in its program throughout the year. The courses taught by these talented and experienced professionals add depth and excitement to our regular course offerings. Whether you are a certificate candidate or a graduate, you are sure to enjoy and benefit from these courses.



CHARLES BOEHM-HILL - President and Human Resources Management Consultant with Paideia Educational Consulting & Mediation, graduated from Indiana University in 1975 with a Bachelor of Arts Degree in Psychology and Elementary Education. In 1978, he received a Master of Education Degree from the State University of New York at Buffalo in Elementary Education. In 1983, he received a Master of Arts Degree from the University of Toronto, Ontario Institute for Studies in Education (OISE), in School Psychology. He has co-authored with the Adoptive Families Association of BC, "Raising Healthy Multiracial Adoptive Families: A Question and Answer Guide for Adoptive Parents." Charles has provided Anti-Harassment Training to civilian and sworn members of the Vancouver Police Department and the City of Seattle Police Department.

NIKKI DE CARTERET - MA, is an international management consultant who has worked with businesses, government agencies and non-profit organizations in North America, Europe, Africa, Asia, and the Middle East. Nikki specializes in organizational change, leadership, cross-cultural team-building, intercultural communication, personal development and self-management. She has just been commissioned by a UK-publisher to write a book on how to communicate and work with the Arab/Islamic world.



KEN CLOKE is the director of the Centre for Dispute Resolution in Santa Monica, California. He is a mediator, arbitrator, consultant, author and trainer specializing in resolving complex multi-party conflict.

JOAN GOLDSMITH has been a management consultant, author, trainer and educator for the past 25 years, specializing in building high-performance teams, leadership development and organizational change.

ED EDULJEE specializes in intercultural relations in the workplace and community. Previously, as Director, Multiculturalism BC, he supervised a conflict resolution/community building initiative between Sikh veterans and Surrey's Newton Legion. Ed was also Manager, Education & Community Relations, BC Council for Human Rights. Ed has been invited by the US Government to visit US cultural communities and conflict resolution programs. He has facilitated a dialogue between the Black and Miqmah (Micmac) communities and Nova Scotia courts. His workshops for federal fisheries officers include intercultural conflict prevention/resolution and relations with aboriginal communities.



BERNIE MAYER is a Partner of CDR Associates and a Board Member of the Association for Conflict Resolution. He is a conflict resolution trainer and mediator of family, organizational, ethnic, and public policy disputes. Bernie has been an innovator in extending mediation to new arenas of practice including child protection, adoption, social policy, and mental health. He is the author of *The Dynamics of Conflict Resolution: A Practitioner's Guide* (Jossey-Bass Publishers, 2000).

DR. JULIE MACFARLANE is a tenured half-time Full Professor at the Faculty of Law of the University of Windsor (on leave). During 2002/2003, she is Visiting Professor at Osgoode Hall Law School, Toronto, where she is Co-Director of the Masters in Law (ADR) Program. Dr Macfarlane devotes the other half of her time to her consulting practice which offers conflict resolution service, training, facilitation and systems design for a range of public and private sector clients. This coming year she will be Virtual Scholar in Residence at the Law Commission of Canada working on a policy paper on restorative justice. Dr. Macfarlane is the editor of *Dispute Resolution: Readings and Case Studies* (Emond Montgomery, 1999) as well as numerous periodical articles on dispute resolution and mediation.



Instructional Team



TERRY NEIMAN, C.Med., Cert. ConRes, M.Sc., is a trainer and consultant specializing in the facilitation of problem solving, process improvement, negotiation, team work and conflict and risk management. Terry is also a mediator, specializing in multi-party, organizational, public policy, commercial, business and family disputes. His background includes materials science and engineering, corporate management experience and consulting in various fields.

GORDON SLOAN has been active in teaching and training mediators and negotiators for about fifteen years. His work is national in scope, working with all sorts of groups and professions, in government, industry and in academic settings. His interests are in dispute resolution philosophy, attitudes, skills and technique.



SKILLS COACHES

Many of our courses include a coached skills practice component. This unique learning tool provides participants with focused skills practice time and individualized feedback, provided by an experienced skills coach. Our skills coaches have experience both with our program and in the dispute resolution field. If you would like to learn more about our coaches, visit the instructional team section of our website. Our skills coaches are:

Mike Adam	Jory Faibish	Julia Menard
Nancy Baker	Cheryl Farmer	Carol Myers
Juan Barker	Brian Frank	Terry Neiman
Keith Barker	Ron Fyfe	Christine Newton
Janice Bateman	Maureen Garrity	Kerry Palmer
Trudie Begbie	Maureen Hannah	Sena Paradis
Christiane Boisjoly	Anne Harker	Pam Penner
Sherry Bowlby	Terry Harris	Jane Roberts
Pat Bragg	Carolyn Hayes	Gord Rogers
Marj Busse	Sandra Heath	Sandra Rossi
David Caird	Lori Henderson	Madeline Sauve
Sherri Calder	Kent Highnam	Lane Sherman
Ken Carridine	Nancy Hinds	Rick Singer
Marilou Carrillo	Jeannie Kanakos	Donna Soules
Lee Carruthers	Kel Kelly	Lee Turnbull
Alice Caton	Tim Langdon	Steve Smyth
Susan Cawsey	Mary Ann Lewis	Lillian Van Pelt
Beryl Clayton	Rob Lewis	Heather Wheating
Anne de Cosson	Claudia Lowry	Gordon White
Raj Dhasi	Laura Matsuda	Kim White
Linda Dobson Sayer	Larry McCafferty	Sharon Wilson
Sandy Dunlop	Marguerite McCallion	Liz Wouters
Donna Dussault	Rob McGregor	Susan Yerxa
	Derm McNulty	

Do you work/live in the downtown Vancouver area?

Check out our new evening schedule at the YWCA.

Courses will be offered over 6 consecutive
Thursday evenings, starting at 6PM. A great schedule
for after-work learning!

COURSE SCHEDULES

Starting on Page 64

The Centre for Conflict Resolution now offers six certificate programs to meet your individual needs. The requirements of each specialization are listed on the following pages.

Here are some commonly asked questions and answers about our certificate program and specializations:

CERTIFICATE PROGRAM ENROLMENT

Do I have to enrol in the certificate program in order to take a course?

No - in fact we encourage students to take a course or two before deciding to register. This helps them to ensure that our program meets their needs. Individuals can register for any course, provided they have completed the necessary prerequisites, if any, without enrolling in the certificate program first.

So why should I enrol in the certificate program?

If you intend to complete the certificate program, in any of the specializations, your enrolment in the certificate program will help us to track your progress and keep in touch with you. And, it comes with some great benefits:

- *Course Materials Binder* - each new registrant receives a binder to hold and organize their manuals, handouts and other materials.
- *Library Borrowing Privileges* - certificate registrants are allowed to borrow books, periodicals and videos from the Justice Institute's extensive library collection on conflict resolution and community safety.
- *Graduation Criteria* - we regularly evaluate and update our courses and programs, and occasionally change the graduation criteria to reflect current trends. When you register for the certificate program early in your training, your graduation criteria are set as of the date of registration, so you'll always know what is expected of you.
- *On-Line Learning Community* - certificate registrants will have access to the Centre's new on-line learning community, which will be up and running in early 2003.
- *Regular Mailings* - we'll keep in touch with you regarding course offerings, special events, and new developments in the program.

How much does it cost to enrol?

The current enrolment fee for your initial certificate is \$125. The enrolment for each subsequent specialization is \$50.

How do I enrol?

Just call the Centre to request a registration form, or download it from our website.

I'm already registered - do these benefits apply to me?

Library borrowing privileges, graduation criteria, on-line learning community access and regular mailings apply to all students currently registered for a certificate or

additional specialization. Current registrants who wish to purchase a course materials binder can purchase it from the JI Store.

COMPLETING YOUR CERTIFICATE

How long does it take to graduate with a certificate?

Your progress through the program will depend on the specialization you choose, the amount of time you have to take courses, the availability of the courses you choose to take, and the speed at which you learn and integrate new skills.

We recommend that students take 1 to 3 years to complete a certificate program.

When do I have to choose my specialization?

You can choose your area of specialization at any time, however it is most effective to choose after you have completed the first 2 or 3 courses. Your choice of electives will be determined by the specialization you select. You must declare a specialization when enrolling in the certificate program.

Can I change specializations?

Yes - you will need to ensure that you have completed all the required courses and specialized elective hours for your new choice. This may involve taking more than the total number of required hours for the new specialization, depending on the courses you have already taken, and when during your program you choose to make the switch. To make the switch, call the Centre. Please note that students are allowed one specialization change free of charge during their program. Additional changes will result in a fee of \$50.

I've completed my certificate - what now?

As an alumni of the certificate program, you will continue to receive calendars and regular updates from the Centre for a period of 2 years from the date of your last course. You will also receive special grad mailings and offers. You also have the option of extending your borrowing privileges at the JI Library for a small annual fee.

I already have a certificate - can I add another specialization?

Yes - your prior learning at the Centre applies toward all the new specialization requirements. You will need to complete any required courses and specialized elective hours, as well as the assessment criteria for the new specialization. You will also need to enrol in your new specialization in order to reactivate your certificate candidate privileges. An enrolment fee of \$50 applies. Following successful completion, you will receive a new certificate listing your accomplishments and the applicable dates.

I'd like to ensure that I make the right choices - will you help?

Yes - you can arrange to meet with a program planner to ask questions, learn more about specializations, and plan your program. Just call the Centre to make an appointment.

How much does it all cost?

Cost varies depending on the specialization chosen and the electives taken to meet

its requirements. You can expect to spend between \$5,000 and \$6,500 to complete the requirements of a certificate, and between \$1,500 and \$2,500 to add an additional specialization to your existing certificate.

Is financial aid available?

Because our program is part-time, student loans and grants are not available. Students have been able to acquire financial assistance through the Employment Insurance program, provided they qualify for retraining funding.

The calendar lists days and credits. What's the difference?

Course time is measured in days - one course day is normally 7 hours in length. For academic purposes, courses are also measured in credits. Most of our courses qualify for .5 academic credits per day. This information is important to the transferability of credit between institutions.

Are there grades or exams?

Each certificate and specialization has assessment criteria, such as a demonstration role-play, field assignment or practicum. All courses have attendance requirements - see the student information section for complete details on attendance policies.

DEFINITIONS

Each specialization has its own list of requirements, which are grouped into several course types:

Introductory Courses: Take these courses if you have never had training in communication skills or conflict resolution. Introductory courses count as general elective credit toward your certificate.

Foundational Required Courses: These courses provide you with the building blocks and basic skills you will need to complete the rest of your program. They are often prerequisites for electives and advanced courses, so it is best to take them near the beginning of your program.

Specialized Electives: Some specializations require you to choose at least some of your electives from a list of courses that are of particular relevance to the specialization.

General Electives: Any CR or PRJ course in this calendar counts as general elective credit toward the requirements of a certificate. Use these courses to broaden your exposure to different concepts, or explore other specialization areas for a future upgrading of your certificate.

Advanced Required Courses: These courses provide participants with the opportunity to apply all their previous learning and enhance their skills. They are excellent preparation for the assessment process, and are recommended to be taken near the end of your program.

Assessments: Each specialization has assessment criteria, which may include a role play demonstration of skills, preparatory work, self-assessments, reflection journals, etc.

CONFLICT RESOLUTION/NEGOTIATION

Required Courses	5 courses totalling 17 days / 8.5 credits
Specialized Electives	none
General Electives	13 days / 6.5 credits
Total Days/Credits	30 days / 15 credits
Assessment	Negotiation Role-Play

MEDIATION

Required Courses	6 courses totalling 22 days / 11 credits
Specialized Electives	8 days / 4 credits
General Electives	6 days / 3 credits
Total Days/Credits	36 days / 18 credits
Assessment	Mediation Role-Play

PEACEMAKING AND RESTORATIVE JUSTICE

Required Courses	7 courses totalling 15 days / 7.5 credits
Specialized Electives	10 days / 5 credits
General Electives	7 days / 3.5 credits
Total Days/Credits	32 days / 16 credits
Assessment	Demonstration Field Project

FIRST NATIONS NEGOTIATION SKILLS

Required Courses	4 courses totalling 14 days / 7 credits
Specialized Electives	8 days / 4 credits
General Electives	3 days / 1.5 credits
Total Days/Credits	25 days / 12.5 credits
Assessment	Negotiation Role-Play

Note: the First Nations Negotiation Skills specialization is offered only to First Nations communities who contract with us to deliver the program on site.

CONFLICT RESOLUTION IN AN EDUCATIONAL/SCHOOL CONTEXT

Required Courses	6 courses totalling 20 days / 10.5 credits
Specialized Electives	none
General Electives	none
Total Days/Credits	20 days / 10.5 credits
Assessment	Reflection journal, case studies, role-play

FAMILY MEDIATION

Required Courses	14 courses totalling 37 days / 18.5 credits
Specialized Electives	7 days / 3.5 credits
General Electives	none
Total Days/Credits	44 days / 22 credits
Assessment	Family Mediation Practicum

Plan Your Program

Planning your certificate program is an important process. You'll need to think about which courses to take, what you hope to use your training for, how much time you have to take courses, and when you'd like to graduate.

Typically, a student will follow these steps when planning their program:

1. CR102 Critical Skills for Communicating in Conflict is a required course for the Restorative Practice specialization. It is also highly recommended for anyone who has not had prior training in communication skills. This course will provide you with some fundamental skills that will be used and built upon throughout your program, regardless of the specialization you choose.
2. Next, take 1-2 foundational required courses from the area that most interests you. These courses introduce you to the foundational models for the program, and provide you with extensive opportunities for skills integration and individual feedback.
3. It's now time to determine your specialization, enrol in the certificate program, and plan the balance of your program. If you are having difficulty making choices, one of our program planners may be able to help, either by telephone or by appointment.
4. It may also be time to think about forming a skills practice group. Many of our participants find it beneficial to meet with a small group of colleagues to practice and improve their skills. Talk to other participants about starting a practice group, or check the bulletin board near room C201 for more information.
5. Once your learning path has been decided, take the remaining foundational required courses, and then start to take electives. Remember, some programs have a list of specialized electives from which you must choose at least some of your elective hours. Electives are intended to broaden your learning experience and expose you to a variety of instructional techniques, concepts and skills. Don't be afraid to experiment in areas outside your specialization - you can use these credits toward your general elective hours requirement.
6. At this point, you probably have one or two advanced required courses left to take. It's a good idea to take advanced required courses near the end of your program, as they help to solidify your skills and prepare you for assessment.
7. If, after completing all your course work, you don't feel quite ready for the assessment process, try a Reality Check course, which simulates the assessment environment and provides you with direct feedback on your skills. Or, contact the Centre for a referral to one of our skills coaches, who can work with you privately for a fee.
8. Finally, complete your assessment. If you're unsuccessful the first time around, don't worry. Your assessor will give you feedback on the skills you need to work on, and you can try again.
9. After receiving your certificate, we recommend staying in touch to further your training with elective courses. You may have also become interested in another area of the program, and choose to upgrade your certificate by including a second specialization.

Plan Your Program

CR-102 Critical Skills for
Communicating in Conflict

1

1-2 Required Courses
in your interest area

2

Choose your specialization and
enrol in the certificate program

3

Take the rest of the foundation required
courses for your specialization - many of
these courses are prerequisites for later
required courses and electives

4

Choose the elective courses that best meet
your interests and needs, and help to
build those skills you find most useful
or challenging

5

Take the advanced required courses
if applicable- these courses help to
refine your skills and ensure that
you are ready for assessment

6

If you feel you aren't quite ready,
try a Reality Check course or
individual coaching

7

Complete your
Assessment

8

Continue your learning
with additional
electives, or add
another specialization
to your Certificate

9

Why choose this specialization?

The Conflict Resolution/Negotiation Specialization is our most general, and provides an opportunity to dip broadly into the area. Interest-based negotiation skills are the foundation to conflict resolution, and are a key part of the required courses.

Many of our learners enrol in the certificate program in order to add to their job skills, to learn a better approach to conflict and resolving conflict. If you manage or supervise employees, and want to improve your working relationships and handle conflict in your workplace more constructively, this specialization may suit you.

As well, more employers consider conflict resolution skills to be a key component of leadership. The BC Business Council's 2002 survey of employee skills and attributes found that in every industry group, and at every level of the organization, interpersonal and conflict resolution skills were considered to be keys to success, both for the individual and the organization as a whole.

Some learners will choose this specialization to become a better negotiator, and will be interested in the wide variety of negotiation electives offered this year.

Once you have completed the required courses, you may choose from among the over 30 electives that we offer. You may decide to sample a variety; perhaps one each from the negotiation, facilitation, and mediation electives, and a peacemaking and restorative elective. Or you may decide to focus on deepening your skills in conflict resolution and negotiation: perhaps Shifting from Positions to Interests, the Art of Reframing, Dealing with Defensiveness and Managing the Hostile Individual.

Assessment Criteria

When you register for an assessment, you will receive an information package containing 3 conflict resolution/negotiation scenarios. You will choose 1 scenario to work with, and complete a preparation assignment which must be handed in at the beginning of the assessment. Your assessment will include a 1 hour video-taped role-play of the scenario, a written self-evaluation exercise, and an oral interview focused on how key theoretical concepts played out in the role-play.

Please note: students will be permitted to register for their assessment only upon successful completion of CR360 Negotiation Skills Level II.



OPTIONAL INTRODUCTORY ELECTIVE

CR102 Critical Skills for Communicating in Conflict - 2 days

FOUNDATIONAL REQUIRED COURSES

CR110A Dealing with Interpersonal Conflict - OR -
CR110B Resolving Conflict in the Workplace - 3 days
CR200 Dealing with Anger - 3 days
CR260 Negotiation Skills Level I - 3 days
CR250 Mediation Skills Level I - 3 days

SPECIALIZED ELECTIVES

As this is a general program, there are no specialized elective requirements.

GENERAL ELECTIVES

Choose a total of 13 days from among the CR and PRJ courses in the calendar that are not already listed on this page. We recommend including at least one Intercultural Issues elective in your program. In addition, CR302 Shifting from Positions to Interests is highly recommended.

ADVANCED REQUIRED COURSES

CR360 Negotiation Skills Level II - 5 days

ASSESSMENT

CR950 Negotiation Assessment

Why choose this specialization?

We have re-introduced this specialization at the request of our learners, many of whom do some form of mediation in their jobs, or who would like to move into this field.

The Mediation specialization is a more focused program, and longer than the Conflict Resolution/Negotiation specialization: the extra 42 hours is accounted for by the addition of Mediation II to the required courses, and one extra day of electives. About half of the elective hours must be selected from the 9 mediation electives.

A Certificate in Mediation is granted upon successful completion of all required course hours, and the final evaluation component.

What can I do with the Certificate in Mediation?

Upon completion of certificate, learners eager to gain experience mediating can apply to participate in the Court Mediation Practicum Program (see page 92 for further information).

For those looking to work in the mediation field, the Certificate in Mediation can also be applied toward an application to the B.C. Mediator Roster, and for certification by practitioner organizations (see "Working in Dispute Resolution" on page 90 for further information).

Does the Certificate in Mediation certify me as a Mediator?

No. Completion of the certificate signals that you have received education and training from the JI Centre for Conflict Resolution, and have passed the final evaluation. All post-secondary certificates require an evaluation tool to assess a passing grade. The skills assessment process in the Certificate in Mediation is the evaluative tool used to demonstrate an acceptable level of skill.

Certification or accreditation of professional mediators is not currently legislated by government. Voluntary professional certifications are available through mediator membership organizations and certification is maintained on an annual basis with that organization. See the Working in Dispute Resolution section (page 90) for further details.

Assessment Criteria

When you register for an assessment, you will receive an information package containing 3 mediation scenarios. You will choose 1 scenario to work with, and complete a preparation assignment which must be handed in at the beginning of the assessment. Your assessment will include a 1 hour video-taped role-play of the scenario, a written self-evaluation exercise, and an oral interview focused on how key theoretical concepts played out in the role-play.

Please note: students will be permitted to register for their assessment only upon successful completion of CR400 Mediation Skills Level II.

OPTIONAL INTRODUCTORY ELECTIVE

CR102 Critical Skills for Communicating in Conflict - 2 days

FOUNDATIONAL REQUIRED COURSES

CR110A Dealing with Interpersonal Conflict - OR -
CR110B Resolving Conflict in the Workplace - 3 days
CR200 Dealing with Anger - 3 days
CR260 Negotiation Skills Level I - 3 days
CR250 Mediation Skills Level I - 3 days

SPECIALIZED ELECTIVES

Choose 8 days from among the following electives:

CR829 Mediation Skills Level III - 2 days (prerequisite CR400)
CR326 Ethical Dilemmas for Mediators - 1 day
CR557 The Practice of Mediation - 1 day
CR846 Civil Procedure - 2 days
CR460 Mediating Court-Based & Non-Relationship Cases - 2 days
CR415 Separate Meetings: Pre-Mediation and Caucusing - 2 days
CR419 Parent/Teen Mediation - 3 days
CR420 Parent/Teen Mediation Practice - 2 days (14 hours over several months)
CR320 Dynamics of Power in Dispute Resolution - 3 days
CR858 Mediating Consciously: Being Real and Becoming Aware - 2 days
PRJ202 Victim-Offender Mediation - 4 days

GENERAL ELECTIVES

Choose a total of 6 days from among the CR and PRJ courses in the calendar that are not already listed on this page. We recommend including at least one Intercultural Issues elective in your program.

ADVANCED REQUIRED COURSES

CR360 Negotiation Skills Level II - 5 days
CR400 Mediation Skills Level II - 5 days

ASSESSMENT

CR975 Mediation Assessment

Why Choose this Specialization?

We introduced this specialization at the request of learners who are involved in Community Justice, Aboriginal Justice, Safer Schools initiatives and organizational development. Learners include community members, community and Aboriginal justice workers, police, probation officers, corrections staff, crown and defense attorneys, judges, teachers, school administrators, and organizational development consultant/trainers.

What is Peacemaking and Restorative Justice?

Peacemaking and Restorative Justice refers to a wide variety of practices designed to address the affects of harm to individuals, families and communities. PRJ practices are distinct from conventional methods insofar as they embrace interventions guided by the following principles:

- Invite full participation and consensus;
- Heal the harm that has been done;
- Seek full and direct accountability;
- Reunite what has been divided;
- Strengthen the community, in order to prevent further harms.

The courses in this specialization will be of interest to anyone involved in restorative justice initiatives, and to those who wish to strengthen their conflict resolution methods with complementary theories and practices.

The emphasis of this specialization is to balance skills training in techniques (mediation, conferencing, facilitation, etc.) with instruction in designing processes for community justice/schools /organizations and ensuring that both are guided by the values and principles that define restorative practices. Instructors are practitioners who draw on experiences in a variety of applications: schools, community justice, aboriginal justice and organizational development. They bring expertise that fosters restorative practices and ideas for working out agreements and protocols with practitioners in conventional systems.

Assessment Criteria

The final evaluation for the PRJ specialization is intended to demonstrate integration of learning across all courses and application of learning in a "real world" setting. Candidates will demonstrate and document how they have applied their learning in restorative practices through their work in a community program, school, organizational or other setting. Involvement in some application of restorative practice in a volunteer or paid capacity is therefore a requirement for the final evaluation.

Educators - you may also be interested in our High School Resource - see page 63 for more details!

FOUNDATIONAL REQUIRED COURSES

CR102	Critical Skills for Communicating in Conflict - 2 days
PRJ100	Foundations in Peacemaking and Restorative Justice - 3 days
CR110A	Dealing with Interpersonal Conflict - 3 days
CR200	Dealing with Anger - 3 days
PRJ103	Effects of Victimization - 2 days
CR320	Dynamics of Power - 3 days

SPECIALIZED ELECTIVES

Choose 10 days from among these courses:

PRJ201	Building Constructive Connections within Institutions and Communities - 2 days
PRJ204	Community Conferencing - 3 days
PRJ212	Designing & Implementing Restorative Processes in Schools - 2 days
PRJ213	Designing & Implementing Restorative Processes in Organizations - 2 days
PRJ205	Peacemaking Circles: A Process for Building Consensus & Relationships - 3 days
PRJ104	Establishing a Community Justice Program - 1 day

GENERAL ELECTIVES

Choose at total of 5 days from among the CR and PRJ courses in the calendar that are not already listed on this page.

ASSESSMENT

TBD	Restorative Practice Field Project
-----	------------------------------------

Over the past nine years, we have delivered the First Nations Negotiation Skills Certificate Program on a contract basis to communities that wish to train up to 25 members in negotiation and dispute resolution skills for treaty negotiations, contract negotiations or negotiating on a daily basis in the workplace or the community.

We offer communities the opportunity to contract with us on a course-by-course basis over a period of time convenient to the community, to accumulate the required number of training hours for participants to receive a certificate. Once the course work has been completed, skills assessment requirements of the certificate are scheduled.

Note: This certificate program is only available to communities who contract with us to deliver the courses on-site in the community. It is therefore not open for individual student registration. Participants in the training group must complete the required number of training days and pass the skills assessment to receive a certificate.

Assessment Criteria

Candidates for assessment will receive an information package containing a conflict resolution/negotiation scenario. You will complete a preparation assignment which must be handed in at the beginning of the assessment. Your assessment will include a 1 hour video-taped role-play of the scenario, a written self-evaluation exercise, and an oral interview focused on how key theoretical concepts played out in the role-play.

The Justice Institute of BC First Nations' Logo

The JI welcomes the diversity of individuals, organizations and cultures and the First Nations logo was designed to represent that attitude specifically in relation to the Aboriginal peoples in BC and Canada.

The First Nations Logo, designed by Haida artist James Cowpar, incorporates many of the virtues the JI strives to represent through its educational programming and training with staff, and in interactions with clients, locally and internationally.

The face at the top of the design represents a human figure and lies with open hands, welcoming everyone. The circle of braided sweetgrass represents togetherness, unity and a complete connection. In First Nations' communities, the circle enables a better understanding of one's own culture, with healing circles often used within Aboriginal communities as an alternative form of justice. The four black squares on the sweetgrass braid correlate to the directions on a medicine wheel, a sacred tool used for energy and healing, teaching and understanding.



FOUNDATIONAL REQUIRED COURSES

CR102	Critical Skills for Communicating in Conflict - 2 days
CR105	Asserting Yourself in Conflict Situations - 2 days
CR110A	Dealing with Interpersonal Conflict - 3 days
CR200	Dealing with Anger in Negotiations - 3 days
CR260	Negotiation Skills Level I - 3 days

SPECIALIZED ELECTIVES

CR833	Intercultural Issues in Negotiations - 2 days
CR832	Team Negotiations - 2 days

GENERAL ELECTIVES

The sponsoring community can choose a total of 11 days from among the CR and PRJ courses in the calendar that are not already listed on this page.

ADVANCED REQUIRED COURSES

CR360	Negotiation Skills Level II - 5 days
-------	--------------------------------------

ASSESSMENT

CR950	Negotiation Assessment
-------	------------------------

Justice Institute Certificate in Family Mediation

The Certificate in Family Mediation is a new joint offering from two divisions of the Justice Institute: the Centre for Conflict Resolution; and the Corrections and Community Justice Division (CCJD). The two divisions have offered the courses which now make up the Certificate in Family Mediation for a number of years: the Centre has offered courses in conflict resolution and mediation since 1982; since 1998, the CCJD has offered courses to complete the education requirements for certification by Family Mediation Canada for Family Justice Counsellors with the Ministry of Attorney General. As the courses at CCJD have recently become open to members of the public, the Centre and CCJD decided it was time to combine all the courses into a Certificate program.

The goal of the Certificate in Family Mediation is to provide quality education and training in mediation within a family context, that may be applied toward the minimum training requirements of Family Mediation Canada for certification as a Family Relations Mediator, and as a Comprehensive Family Mediator. The courses in the certificate are delivered in a combination of classroom and on-line models. The CCJD courses are delivered on-line or by correspondence, while the Conflict Resolution courses are delivered in classrooms at the Justice Institute's main campus in New Westminster (some of the CR courses are available at our downtown YWCA location, and through our Community Partnerships with Colleges throughout BC).

Courses may be counted toward Family Mediation Canada certification to the extent that the subject matter complies with the requirements in the standards - 2002.

Assessment Criteria - Family Mediation Practicum

Participants in the Family Mediation Practicum take part in actual family mediation sessions of approximately 20 hours in total, and are supervised by an experienced mediator, who is certified by Family Mediation Canada. The mediator supervisors assist practicum participants in conducting each mediation, and provide an additional 10 hours of consultation, assisting participants in preparing for mediation and providing constructive feedback following each mediation.

Family Mediation Canada has agreed that up to 10 hours of Parent-Teen Mediation Practicum (CR420) could be counted towards the required practicum hours for the purposes of certification. However, the Parent-Teen Practicum may not be counted toward both the practicum and the elective credit hours.

Participants in the practicum may progress from observing an experienced mediator conduct a family mediation, to co-mediating and mediating, under the supervision of an experienced mediator.

Learn more about us - attend a *free* Program and Career Information Session (see page 37) or visit our website at www.jibc.bc.ca/ccr

FOUNDATIONAL REQUIRED COURSES

Conflict Resolution and Mediation:

- CR110A Dealing With Interpersonal Conflict - 3 days
- CR200 Dealing With Anger - 3 days
- CR260 Negotiation Skills Level I - 3 days
- CR250 Mediation Skills Level I - 3 days

*OLL - On-Line
Learning Course*

Family Dynamics:

- CORR605 Family Violence: Impact on Separation and Divorce - 3 days *OLL*
- CORR606 Introduction to Family Justice Services - 3 days *OLL*
- FAM103 Effects of Separation and Divorce on Adults - 3 days *OLL*
- FAM104 Effects of Separation and Divorce on Children - 3 days *OLL*
- FAM112 Child Support Guidelines - 3 days *OLL*

Ethics - Choose 1 of:

- FAM102 Professional Ethics and Standards for Family Justice Counsellors - 1 day *OLL*
- CR326 Ethical Dilemmas for Mediators - 1 day

Intercultural Issues - Choose 1 of:

- CR552 Intercultural Communication - 2 days
- FAM109 Multicultural Issues in Family Justice - 1 day *OLL*

SPECIALIZED ELECTIVES

Choose 5 days from among the courses below:

- CR419 Parent/Teen Mediation - 3 days
- CR420 Parent/Teen Mediation Practice - 4 mediation, equivalent to 2 days
- CR557 The Practice of Mediation - 1 day
- CR302 Shifting from Positions to Interests - 2 days
- CR415 Separate Meetings: Pre-Mediation and Caucusing - 2 days
- CR846 Civil Procedure - 1 day
- CR829 Mediation Skills Level III - 2 days
- CR319 Dealing with Defensiveness in Conflict - 3 days
- CR320 Dynamics of Power - 3 days
- FAM101 Role of Family Justice Counsellor - 2 days *OLL*
- FAM105 Court Documents and Court Processes - 3 days *OLL*
- FAM108 Substance Use Issues in Family Justice - 1 day *OLL*
- FAM111 Family Mediation Certificate Preparation Workshop - 1 day
- TBD *Child Law (course under development)*
- TBD *Legal & Financial Issues (course under development)*

GENERAL ELECTIVES

There are no general elective requirements for this program

ADVANCED REQUIRED COURSES

- CR400 Mediation Skills Level II - 5 days

ASSESSMENT

- TBD Family Mediation Practicum - 20 hours of mediation plus 10 hours of consultation and feedback

The Justice Institute of BC and The University of British Columbia are piloting this new certificate program of particular relevance for teachers, school counselors and administrators.

The primary purpose of this specialized certificate is to provide an opportunity for educators to acquire fundamental skills and understanding in collaborative conflict resolution that will assist them with resolving conflicts within their classrooms and schools. The completion of this program will also lead to an increased capacity to teach the four modules in the new JIBC/NWSD high school conflict resolution resource "Interpersonal Conflict Resolution Skills for Youth" (see page 63 for more information about the high school resource).

This certificate will be jointly awarded by UBC and JIBC, upon the successful completion of four JIBC courses (CR110A/B, CR200, CR250, CR260), a UBC Conflict Resolution/Analysis theory course (EPSE462), a Skills Assessment (CR960) and a Train-the-Trainer Workshop (CR425).

Applicants for this certificate are required to submit a completed application form with the appropriate fee and a copy of their BC Teaching Certificate to the Registrar at the Justice Institute of BC. Once an individual has been accepted into the Certificate program, they may register for the applicable JIBC courses which best fit their schedules.

Application forms are available by calling the Centre for Conflict Resolution at 604-528-5608, or by emailing your request to conres@jibc.bc.ca.

JIBC courses taken in this certificate can be applied as credit toward the Justice Institute's Certificate in Conflict Resolution.

For more information about the program please contact:

Michelle Tubbs, Bridging Project Coordinator
JIBC, Centre for Conflict Resolution
604-528-5638 / mtubbs@jibc.bc.ca

Elaine Decker, Director
UBC, Faculty of Education
604-822-1974 / elaine.decker@ubc.ca

Assessment Criteria

This component of the certificate includes: the completion of a reflection journal; case studies; demonstration of effective utilization of skills in videotaped role-plays; identification of individual areas of growth and strengths to develop.

Transfer Credit - The Centre has transfer credit and equivalency agreements with a variety of post-secondary institutions and professional organizations. Consult www.jibc.bc.ca/ccr for more details.

FOUNDATIONAL REQUIRED COURSES

- CR110A Dealing With Interpersonal Conflict - OR -
- CR110B Resolving Conflict in the Workplace- 3 days
- CR200 Dealing With Anger - 3 days
- CR260 Negotiation Skills Level I - 3 days
- CR250 Mediation Skills Level I - 3 days

EPSE462 UBC Conflict Resolution/Analysis - 5 days

This 3 credit undergraduate course provides a background in social and emotional development from early childhood through adolescence in relation to schooling and education, and in conflict theory and analysis. Students critically review theoretical and empirical literature with a view to understanding how theory translates into best practices in implementing effective interventions and in resolving conflict.

CR425 Train-the-Trainer Session - 1 day

This session is intended to equip teachers with the knowledge they need to effectively teach the four modules within the JIBC/NWSD high school resource "Interpersonal Conflict Resolution Skills for Youth" and to implement a successful peer mediation program within their school.

ELECTIVE COURSES

There are no elective courses in this program.

ASSESSMENT

- CR960 Skills Assessment

Educators - you may also be
interested in our High
School Resource - see
page 63 for more details!

The following pages contain comprehensive course listings and descriptions for all Centre courses. They are categorized by course content, as follows:

Conflict Resolution page 38

Topics relevant throughout the dispute resolution field

Skill-Building page 44

Courses focused on building and strengthening a specific skill

Negotiation page 46

Resolving disputes where 'I' have a stake in the outcome

Mediation page 48

Assisting others to resolve their disputes

Facilitation and Group Work page 52

Working with groups in conflict

Intercultural Issues page 54

Resolving conflicts across cultural differences

Peacemaking and Restorative Justice page 56

Transforming and strengthening relationships and communities

Family Mediation page 59

Assisting families to resolve disputes

TIPS FOR CHOOSING COURSES:

Consult the Plan your Program section for general information on choosing courses and completing a certificate program.

If you have a particular interest area within the dispute resolution field, review the certificate specialization pages for that area.

Consider your own individual skills and challenges in the area of dispute resolution, and look for courses that will help you to develop in these areas.

Broaden your knowledge and experience in the field by taking courses outside your area of interest - remember that all CR and PRJ courses qualify as general elective credit toward your certificate requirements.

Once you have chosen a course, consult the schedule for dates and locations that suit your schedule.

Our instructional team consists of dispute resolution specialists from a broad range of industries and professions. While you may find that you have a 'favourite' instructor, be sure to take advantage of the depth of experience and knowledge available by choosing courses that are facilitated by a variety of instructors.

PROGRAM AND CAREER INFORMATION SESSIONS

If you would like to learn more about the program before making decisions on which courses to take, attend one of our Program and Career Information Sessions. These informal sessions are also great for people who want to learn more about career opportunities in the dispute resolution field.

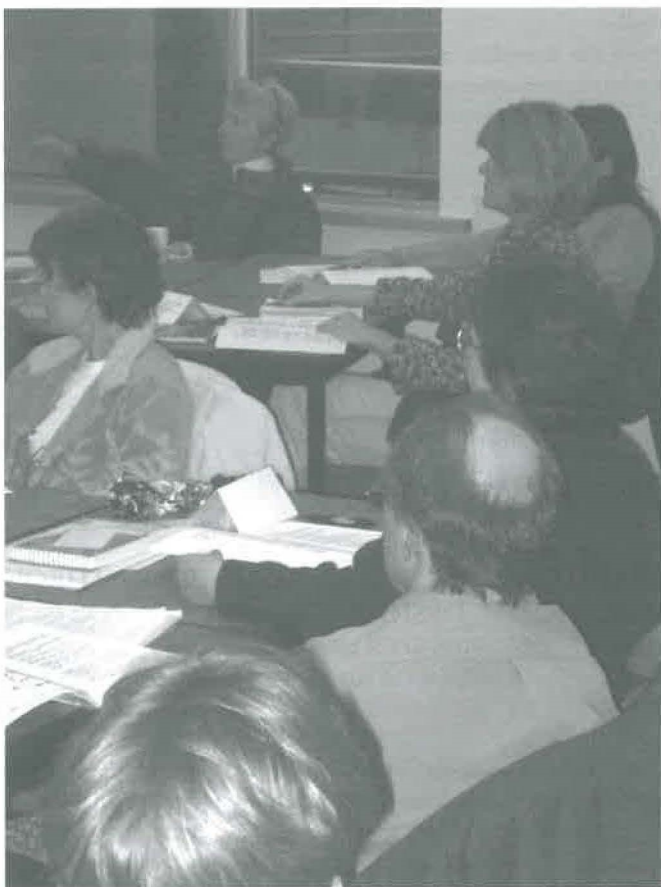
You'll be provided with additional information about the Centre for Conflict Resolution, other dispute resolution organizations and associations, and a variety of potential opportunities in this growing field. Sessions are offered free of charge, and are scheduled as follows:

JIBC Campus, New Westminster (no pre-registration required)

- October 23, 2002, 7-9 PM, Room C226
- November 27, 2002, 12-2 PM, Room C207
- February 19, 2003, 12-2 PM, Room C202
- April 30, 2003, 7-9 PM, Room C200
- June 25, 2003, 12-2 PM, Room C200

Camosun College, Victoria (pre-register for course BSJI990V by calling 250-370-3841)

- September 25, 2002, 7-9 PM, Camosun, Victoria
- January 22, 2003, 7-9 PM, Camosun, Victoria



THE ART & SCIENCE OF PROBLEM SOLVING IN CONFLICT RESOLUTION (CR422)

Prerequisites: CR250
Recommended: CR360, CR400
Length: Two Days (14 hours)
Credit: 1

**New
Course!**

Mastering the art of negotiation and mediation is a multi-dimensional puzzle. Communication skills, positions to interests and the four stage model are pieces of that puzzle. The problem solving context gives you a strategy to put these pieces together using the best of what you already do instinctively. In this course, we explore practical tools and theories for decision making, problem analysis and process design that support all stages of negotiation and mediation. By strengthening your ability to make conscious use of these tools, you can be free to let go of formal models and allow more of your natural style to guide your practice.

Guest Instructor: TERRY NEIMAN

COMMUNITY, DIALOGUE AND SEPTEMBER 11 (CR421)

Prerequisites: None
Length: Two Days (14 hours)
Credit: 1

**New
Course!**

Using interactive teaching methods, and drawing on the experience of the instructors in facilitating dialogue on a wide range of community and public policy issues, this elective will:

1. explore the immediate and subsequent events of September 11th from the perspective of a number of models of conflict analysis. Students will participate in an extended conflict analysis exercise in which they will examine the needs and interests of various groups (religious, cultural, national) impacted and implicated by this conflict, and the potential for recognition, understanding and dialogue between these groups.
2. consider the roles that conflict resolvers might play in relation to the events of September 11th and their aftermath.
3. develop a process model - including framing, extending invitations, facilitating and follow-up - for community dialogue over the events of September 11th, that could be modified and implemented in a range of community-based groups and agencies.

Guest Instructors: DR. JULIE MACFARLANE, University of Windsor and Osgoode Hall Law School and DR. BERNIE MAYER, CDR Associates

CONFLICT PREVENTION AND RESOLUTION THROUGH ORGANIZATIONAL DESIGN (CR361)

Prerequisites: CR110A or CR110B
Length: Two Days (14 hours)
Credit: 1

**New
Course!**

Often, communication and conflict resolution skills are not sufficient to create a healthy, productive workplace, because organizational cultures, structures and systems get in the way. A practical framework is needed to break down long-standing barriers, and replace out-dated management models and practices with a new paradigm of

teamwork, self-management and organizational democracy. This course focuses on designing organizational structures and systems and changing workplace cultures to ones shaped by a context of values, ethics, and integrity.

Guest Instructors: KEN CLOKE and JOAN GOLDSMITH

Help us keep in touch with you - update your address, phone and e-mail information by calling 604-528-5608

CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CR102)

Prerequisites: None
Length: Two Days (14 hours)
Credit: 1

If you have not had previous training in interpersonal communication skills, start with this elective. It is also effective as a stand-alone learning experience. This course focuses intensively on communication theory and skills that are the building blocks of mediating, negotiating or resolving interpersonal conflict. Each skill will be demonstrated and then practised in short exercises involving conflict situations. Specific skills will include: non-defensive listening, questioning, reframing and assertive speaking.



DEALING WITH ANGER (CR200)

Prerequisite: CR110A or CR110B
Recommended: CR260
Length: Three Days (21 hours)
Credit: 1.5

Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. This course builds on the material in CR110A Dealing with Interpersonal

Conflict / CR110B Resolving Conflict in the Workplace, and presents theory, skills and approaches for managing our own angry feelings and behaviours, and responding to anger in others. Topics such as anger triggers, self-management, defusing skills, the origins of personal expressions of anger and disengaging from angry encounters will be explored. Emphasis is on self-awareness and skill development through small-group exercises and video-taped practice sessions on the final day.

DEALING WITH DEFENSIVENESS IN CONFLICT (CR319)

Prerequisites: CR110A or CR110B, CR260 or CR250
Length: Three Days (21 hours)
Credit: 1.5

Defensiveness is behaviour to protect oneself from a perceived threat or attack. In negotiations and mediations it can create major barriers, and when explored, can open up opportunities for breakthroughs. When parties are defending and protecting self-image (face-saving), listening becomes more difficult and positions become cemented. Left unaddressed, defensiveness can stalemate the discussion. This workshop will cover theories from different psychological perspectives on defence mechanisms affecting ourselves and others. These theories will then be integrated with skills to address defensiveness in conflict situations. Understanding how face-saving impacts defensive behaviours will be discussed.

DEALING WITH INTERPERSONAL CONFLICT (CR110A)

Prerequisite: None
Length: Three Days (21 hours)
Credit: 1.5

This course gives participants an overview of collaborative conflict resolution. Participants examine the dynamics and sources of conflicts, attitudes and beliefs, conflict styles, conflict theory, defensiveness, and the role of assumptions and emotions. Participants will practice approaches useful in resolving interpersonal conflicts. This highly participatory course emphasizes self-awareness and skill development through structured exercises and simulations. Students are asked to bring a VHS videotape to record their role-play on the final day of the course. This course is equivalent to CR110B and students must take either CR110A or B as a prerequisite for all other required courses.

DYNAMICS OF POWER (CR320)

Prerequisite: CR110A or CR110B
Recommended: PRJ100 for students in the PRJ specialization
Length: Three Days (21 hours)
Credit: 1.5

This course provides participants with the opportunity to examine critical questions regarding their personal relationship with power. What is power? How do we relate to it on a daily basis? How do we use personal power and influence in conflict or negotiation situations? What is the basis of our power as we work to resolve disputes and implement restorative practices, and what are the implications of using that power? Learn how to recognize the power base of others, and the implications that power dynamics have in dispute resolution and restorative practice. Through video simulations, self-reflective exercises, and small group discussions, participants will

Register early - most courses are limited to 20 participants, so don't be disappointed - reserve your space today!

become more comfortable with power dynamics and identify how power can be used positively to enhance the dispute resolution process. (formerly CR314 Dynamics of Power in Dispute Resolution, 2 days)

HANDLING CONFLICT ON THE TELEPHONE (CR101)

Prerequisites: None
Length: One Day (7 hours)
Credit: .5

Dealing with angry people and trying to resolve conflict over the telephone can be particularly challenging. This one-day course will focus on learning and practising effective para-verbal and verbal skills for defusing anger and resolving conflict, with an emphasis on the use of the voice. The course will be of interest to people who want to develop more skills for responding effectively to anger and conflict over the phone, and will be of particular interest to those with no or few previous courses in the Conflict Resolution Certificate Program.

MANAGING THE CONFLICT WITHIN (CR423)

Prerequisites: None
Length: Two Days (14 hours)
Credit: 1

New
Course!

Situations of conflict often provoke strong emotions and reactions such as fear, anger, bitterness, powerlessness, despondency, vulnerability, arrogance, etc. This may lead to an internal confusion regarding the conflict itself, resulting in an entrenchment of our position, an unsatisfying compromise, or a collapse into accommodation. This course is designed to increase levels of self-awareness and self-mastery and to increase participants' abilities and skills in managing themselves more effectively both when conflict occurs and during the resolution process. Through exercises and awareness-raising techniques, participants will develop the skills of inquiry, emotional awareness, self-observation and assessment, self-management and being in the present.

JOAN BALMER with Guest Instructor NIKKI DE CARTERET

MANAGING THE HOSTILE INDIVIDUAL (CR108)

Prerequisites: None
Length: Two Days (14 hours)
Credit: 1

Many people find themselves the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters inevitably requires emotional energy and frequently results in increased stress. This course provides alternatives for constructively managing hostile individuals. Attention is given to risk factors and ensuring personal safety. Participants will have an opportunity to identify factors

that escalate the level of hostility, identify personal responses to hostile behaviour, learn and practice a model for defusing hostility and increase skills in constructively confronting problem behaviour.

ONCE UPON A CONFLICT: STORY AND METAPHOR IN CONFLICT RESOLUTION (CR413)

Prerequisites: CR110A or CR110B
Length: One Day (7 hours)
Credit: .5

Conflict resolution epitomizes the saying that "there are two sides to every story". This highly interactive workshop will provide a lens through which to view conflict and the roles people play. Specifically, you will use your own conflict stories to explore the roles people adopt in conflict and ways to shift to a more collaborative approach. You will examine "where the knife went in" to identify the root of the conflict, and use metaphors to broaden understanding, shift perspective, and facilitate more productive communication. This workshop will provide you with greater insight about your own conflicts, and will also help you understand others and their conflict stories and assist you as a mediator.

RECONCILING DIFFERENCES (CR834)

Prerequisites: CR110A or CR110B, CR260 or CR250
Length: Two Days (14 hours)
Credit: 1

In conflict situations, we are continually challenged and confronted with differences in perspective, style, need and emotion. Understanding the interpersonal dynamics underlying behaviours is an essential skill in the conflict resolution process. Through working with personality preferences as measured by the Myers-Briggs Type Indicator and differences in interpersonal needs as measured by Fundamental Interpersonal Relationship Orientation - Behaviour (FIRO-B), participants will gain an understanding of how these factors contribute to conflict and can be used to facilitate its resolution.

RESOLVING CONFLICT IN THE WORKPLACE (CR110B)

Prerequisite: None
Length: Three Days (21 hours)
Credit: 1.5

This course is equivalent to CR110A Dealing with Interpersonal Conflict with a specific focus on workplace conflict situations. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively. Emphasis is on effective communication and on skills, concepts and approaches for collaborative conflict resolution. This highly participatory course emphasizes increasing self-awareness and skill development through structured exercises and simulations. Students are asked to bring a VHS videotape to record their role-play on the final day of the course. This course is equivalent to CR110A and students must take either CR110A or B as a prerequisite for all other required courses.

UNFINISHED BUSINESS (CR316)

Prerequisites: CR110A or CR110B, and one of CR200, CR250 or CR260.
Length: Two Days (14 hours)
Credit: 1

Withheld feelings of anger, hurt, mistrust and resentment often impede the process of resolving a conflict. Unreasonable demands, attacks and outbursts are symptomatic of unfinished business that clouds present issues. Judgements prevailing throughout a relationship lock out perceptions of the other and limit the options for resolution. This course focuses on developing skills for getting past unfinished business by clearing judgements, acknowledging hurt, reducing defensiveness and working towards a trusting relationship. It focuses on personal and work-related conflicts.

Do you work/live in the downtown Vancouver area?

Check out our new evening schedule at the YWCA.

Courses will be offered over 6 consecutive
Thursday evenings, starting at 6PM. A great schedule
for after-work learning!

See course schedules starting on page 64 for details!

USE IT OR LOSE IT CLINIC (CR930)

Prerequisites: CR110A or CR110B
Length: One Day (7 hours)
Credit: .5

Practice is the most critical factor in gaining competence and confidence in collaborative conflict resolution. Coached practice with feedback is especially valuable. This one-day clinic operates like the coached role-play day of a required course except you choose the skill area you want to work on: interpersonal conflict resolution, dealing with anger, mediation or negotiation. This course will be helpful to people coming back in to the Certificate Program after an absence who want a skills check, to people who need it to meet the attendance and participation requirements of another course for credit, and to those who want to focus skill development in a particular area.

THE WISDOM OF MEDITATION IN EVERYDAY CONFLICT (CR109)

Prerequisites: None
Length: One Day (7 hours)
Credit: .5

In the midst of conflict our mind often races ahead as our body and breathing responds with increased anxiety. In this way our perception, intelligence and natural wisdom are lost when we need them most. Meditation is a way of being fully present in any situation, especially when in conflict. We will explore traditional sitting meditation, mindfulness and awareness exercises. Wear comfortable clothes and bring a mat or blanket and a firm cushion.

THE ART OF REFRAMING (CR366)

Prerequisites: CR110A or CR110B, CR260 or CR250
Length: One Day (7 hours)
Credit: .5

Skillful reframes often mean the difference between reaching resolution and reaching impasse. More than merely changing language, reframing can shift the entire perception of and approach to the conflict. As one of the most powerful tools available, reframing can be used effectively in every phase of conflict discussion from building an atmosphere, to identifying issues, exploring interests and reaching agreement. In this intensive one-day skill building course, you will learn how to identify problematic conflict frames wherever and whenever they occur and practice providing reframes that lead towards resolution.

ASSERTING YOURSELF IN CONFLICT SITUATIONS (CR105)

Prerequisites: None
Length: Two Days (14 hours)
Credit: 1

Whether you are negotiating an important issue, expressing your thoughts and feelings in a conflict or standing firm under pressure, the ability to assert yourself is crucial to being able to reach outcomes that work for you. When in conflict situations, it can be especially difficult to maintain an assertive stance rather than overreacting or selling yourself short. This course will address assertiveness in a variety of challenging situations and will give participants opportunities to practice improving and maintaining an assertive style under pressure.

BALANCING EMPATHY & ASSERTION (CR325)

Prerequisites: CR110A or CR110B
Recommended: CR102, CR105
Length: Two days (14 hours)
Credit: 1

Empathy and assertion are often described as the two foundations of collaborative conflict resolution but finding the balance between them can be tricky. In this two day course participants will practice strategies for achieving the mental and emotional clarity necessary to effectively use assertion and empathy. Participants will also have opportunities through facilitated small group exercises to practice finding -- and keeping -- the elusive balance.

COACHING IN CONFLICT: STRATEGIES FOR DISPUTE RESOLUTION (CR111)

Prerequisites: CR110A or CR110B
Length: Two days (14 hours)
Credit: 1

**New
Course!**

This course is directed toward *anyone* who wants to help others resolve conflicts respectfully and effectively! Coaching strategies engage disputants in proactively resolving their own challenges. This course combines coaching with conflict resolution theory and practice, so that participants can coach others toward practical,

interest based resolution. Based on a business coaching model, the methodologies presented are easily transferable to personal coaching, and will be of particular interest for leaders, managers, and those involved in dispute resolution.

CRITICISM: HOW TO GIVE AND RECEIVE IT (CR206)

Prerequisite: CR110A or CR110B
Length: Two Days (14 hours)
Credit: 1

Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform. As individuals, colleagues, supervisors and managers, we are often called upon to give criticism. If done well, it can be an opportunity for growth and increased understanding. If done poorly, it can damage relationships, limit opportunities and increase stress. In this course, participants will explore and practice the essential elements of giving and receiving criticism constructively.

Certificate Grads - new certificate specializations are available - increase the value of your Certificate in Conflict Resolution by adding a specialization! Consult pages 18-34 for details.

QUESTIONS AND QUESTIONING (CR318)

Prerequisite: CR110A or CR110B
Length: One Day (7 hours)
Credit: .5

**New
Course!**

Basing negotiation or mediation in interests is an activity that is enormously assisted by the conscious use of questions. Questions can be facilitative, directive, accusatory, helpful, illicitive, or condemnatory. They evoke ideas, illuminate culture, encourage images and invite articulation. How do we make "the question" a tool of art in the hands of a principled asker? How can we use questions to assure an honest, curious and thorough enquiry? This course will be practice-oriented around the issues raised by those in it. Come prepared to ask and learn.

Guest Instructor: GORDON SLOAN

SHIFTING FROM POSITIONS TO INTERESTS (CR302)

Prerequisites: CR110A or CR110B, CR260 or CR250
Recommended: CR102
Length: Two Days (14 hours)
Credit: 1

Whether in the context of negotiation, mediation or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working toward interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns and fears that support the opposing positions. This course is designed to help participants reach positive outcomes through a deeper exploration of positions, interests and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes and generating a wider range of choices.

NEGOTIATING WITH DIFFICULT PEOPLE: MAKING IT HARD TO SAY NO (CR362)

Prerequisites:	CR110A or CR110B, CR260 or CR250
Recommended:	CR102
Length:	Two Days (14 hours)
Credit:	1

At one time or another, everyone has had to negotiate with aggressive, critical, argumentative people. Decision making and implementation are often derailed by entrenched, negatively focused, reactive responses to change and diversity. Trying to resolve issues with people whose behaviour we find challenging often brings us to the limits of our patience and interpersonal skill. This course is designed to assist participants to understand their own reactions to difficult situations and to develop skills to effectively overcome the obstacles to reaching successful agreements.

NEGOTIATING WITHIN A LABOUR CONTEXT (CR501)

Prerequisite:	CR110A or CR110B or equivalent.
Length:	Two Days (14 hours)
Credit:	1

This course is for people who work within a unionized labour environment and want to improve their negotiation skills as well as workplace relationships. This course focuses on practising being interest-based and solution-focused, maintaining cooperative approaches and attitudes, separating the words from the message and developing the "dispassionate self." Those who have negotiating as a required component of what they do will find this course particularly useful.

NEGOTIATION SKILLS LEVEL I (CR260)

Prerequisite:	CR110A or CR110B
Length:	Three Days (21 hours)
Credit:	1.5

Negotiation skills are essential in daily interactions with others. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes for one or both negotiators. Collaborative or interest-based negotiation aims for agreements that respond to the interests of both parties. Participants will learn to prepare for negotiations, assess their alternatives, build a climate of collaboration, get beyond stubborn positioning and develop agreements that work for both sides. Emphasis is on skill development through simulated negotiations assisted by trained coaches. Students are asked to bring a VHS videotape to record their role-play on the final day of the course.

Recommended Reading: Getting to Yes by Roger Fisher and William Ury

NEGOTIATION SKILLS LEVEL II (CR360)

Prerequisites:	CR110A or CR110B, CR200, CR250, CR260
Length:	Five Days (35 hours)
Credit:	2.5

This advanced course builds on CR260: Negotiation Skills Level I to apply an interest-based approach to more complex negotiations. Content includes negotiator

assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics and resolving impasses. As Negotiation Skills Level II is the final prerequisite course for CR950: Conflict Resolution/ Negotiation Assessment, coach feedback on participants' role-plays will be based on the Assessment Role-Play Criteria. For Certificate candidates, it is strongly recommended that CR360 be taken near the end of your 210 hours of classroom training. You must complete CR360 before scheduling your Conflict Resolution/Negotiation Assessment. **Recommended reading:** Getting Past No by William Ury.

REALITY CHECK: NEGOTIATION (CR910)

Prerequisites: CR110A or CR110B, CR260
Length: One Day (7 hours)
Credit: .5

This course provides an opportunity to work interactively with an instructor in negotiation role-plays. With a maximum class size of four, each participant receives individualized and immediate feedback from the instructor, who plays the role of the other party. Feedback consists of constructive comments about strengths as well as areas that need additional work, with reference to criteria for successful assessment completion. Reality Check is recommended for assessment preparation. Please bring a VHS videotape to record your role-play.

ASSESSMENT: NEGOTIATION (CR950)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260, CR360

In order to receive your Certificate with a Conflict Resolution/Negotiation specialization, you must successfully complete this assessment. The assessment consists of a written self-evaluation, a written preparation for the negotiation assessment to be role-played, a one-hour role-play simulation with the student acting as the skilled negotiator, and an oral questioning period during which the student is asked to identify key concepts of the program as they relate to the role-play.

Note: Students will be permitted to register for their assessment only after successfully completing CR360 Negotiation Skills Level II. You may do your assessment after completing CR360 Negotiation Skills Level II even though you may not have finished all of your elective hours. We recommend registering for the assessment one to three months after completing CR360 Negotiation Skills Level II.

Students interested in negotiation may also find these courses of interest:

Questions and Questioning (CR318 - page 45)
Shifting from Positions to Interests (CR302 - page 45)
Criticism: How to Give and Receive It (CR206 - page 45)
The Art of Reframing (CR366 - page 44)
Conflict Prevention and Resolution Through Organizational Design (CR361 - page 38)
Conflict and Diversity: Key Challenges for the New Workplace (CR837 - page 54)
Dealing with Defensiveness (CR319 - page 40)
Dynamics of Power (CR320 - page 40)
Managing the Hostile Individual (CR108 - page 41)
Conflict Resolution for Cross-Cultural Teams (CR511 - page 54)
Unfinished Business (CR316 - page 43)

CIVIL PROCEDURE (CR846)

Prerequisites:	CR110A or CR110B, CR250
Recommended:	CR260, CR400
Length:	Two Days (14 hours)
Credit:	1

This course is for those who want to practice mediation in the context of the civil justice system. It is required for mediators who do not have a law degree but want to be considered for the B.C. Mediator Roster. The course examines the aspects of civil procedure that mediators need to be familiar with: what the litigation track looks like, including the practicalities of time and cost as a typical case proceeds through the system, as well as the role of lawyers in litigation and mediation. The course will also address how Court Rules use expense to encourage settlement, the difference between the formal legal parties and the real decision-makers in a lawsuit and the rules of evidence that commonly arise in mediation.

ETHICAL DILEMMAS FOR MEDIATORS (CR326)

Prerequisites:	CR110A or CR110B, CR250, CR260, CR400
Length:	One Day (7 hours)
Credit:	.5

In practice, mediators frequently encounter situations that require tough decisions. What's a mediator to do when personal or professional values are challenged? Professional codes of conduct that govern the mediator can sometimes conflict. How does a mediator sort through the issues and decide what to do? When should clients be referred? When should the mediator terminate the mediation? What happens when the decision isn't clear? This one day workshop will assist all participants to clarify the application of professional codes of conduct and the "real world" application of ethical behaviour in the practice of mediation.

MEDIATION SKILLS LEVEL I (CR250)

Prerequisite:	CR110A or CR110B
Recommended:	CR260
Length:	Three Days (21 hours)
Credit:	1.5

Mediation is a practical method for helping other people resolve their conflicts and attain mutually satisfactory outcomes. This course introduces the concepts, skills and techniques needed to mediate disputes: determining whether mediation is appropriate, the role of the mediator, guiding the process, managing emotions and using communication skills as a mediator. Participants will have opportunities to mediate simulated disputes involving co-workers, customers, committee members, neighbours, parents/teens and co-parents. Emphasis is on skill development through simulated mediations assisted by trained coaches. Students are asked to bring a VHS videotape to record their role-play on the final day of the course.

MEDIATION SKILLS LEVEL II (CR400)

Prerequisites:	CR110A or CR110B, CR200, CR250, CR260
Length:	Five Days (35 hours)
Credit:	2.5

This course applies the mediation process and skills from Mediation Skills Level I

to more challenging, complex and emotionally charged situations. Skills, theory, and techniques include framing and tracking issues, probing for and clarifying interests, addressing power dynamics, and adapting the mediation process to meet the needs of the participants. This course will also offer participants an opportunity to discuss the development of a personal mediating style, some legal and ethical issues in the mediation field as well as caucusing and co-mediation. Emphasis is on skill development through simulated mediations, with assistance and feedback from trained coaches. Videotape will be used on the final day.

MEDIATION SKILLS LEVEL III (CR829)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260, CR360, CR400

Length: Two Days (14 hours)

Credit: 1

Participants in this two-day learning community will build on the skills and insights gained in Mediation Skills Level II, other foundational work and “real-world” application. As co-learners you will “expand the envelope” to deal with more difficult mediation situations by applying previously learned as well as new mediation skills and interventions in innovative and strategic ways. Some areas of exploration and practice will be balancing content and process, the production and use of a shared base of information, the effect of mediator presence, tracking and shifting focus, getting to the real interest, power and power balancing, mediator assertiveness and directiveness, and mediator participation in problem solving and framing outcomes.



MEDIATING CONSCIOUSLY: BEING REAL AND BECOMING AWARE (CR858)

Prerequisites: CR110A or CR110B, CR250, CR260, CR400

Length: Two Days (14 hours)

Credit: 1

This workshop is a process of ongoing inquiry: What we are doing? How we are doing it? Who we are becoming? As a group of co-learners proceeding with the dynamic and challenging path called mediation, we will expand our use of mediator interventions beyond the level of skill application to a deeper understanding of

mediator participation as conscious strategy, working with people with intentional awareness. We will discuss and ponder the impact of culture, gender and power, the "transformative" practice, the essence of neutrality, what it means to be impartial and objective (vs. neutral) and the nature of our own inner wisdom and intuition.

MEDIATING COURT-BASED AND NON-RELATIONSHIP CASES (CR460)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260.
Recommended: CR400
Length: Two Days (14 hours)
Credit: 1

Mediation cases focused on financial or contractual issues and/or heading to court require different approaches and styles from mediators. Simulations drawn from actual Provincial court cases will present participants with disputants who have no ongoing relationship, restricted opportunities for "creative solutions" and/or a highly adversarial and litigious frame of mind. Participants will learn to adapt an interest-based mediation approach to situations involving nonpayment and other monetary issues which are "criteria-based" or extremely time-limited, and which may require more directive approaches. Participants will also practice caucusing, moving from discussion to settlement and agreement writing. This course will be of particular interest to anyone considering involvement in the Provincial Court Practicum Project (page 92), as well as mediators who wish to work in the field of commercial mediation.

THE PRACTICE OF MEDIATION (CR557)

Prerequisites: CR110A or CR110B, CR250, CR260, CR400
Length: One Day (7 hours)
Credit: .5

New
Course!

A sound basis is essential in order to market yourself as a mediator. This mediation elective will focus on setting up and developing a successful mediation practice. Topics covered will include: agreements to mediate, marketing, identifying personal target markets, fees, mediation insurance, networking, publishing, resources for mediators and drafting agreements. This course will be helpful to beginning mediators as well as to those who have been in practice for some time and wish to further develop marketing strategies. A copy of Forrest S. Mosten's Mediation Career Guide: A Strategic Approach to Building a Successful Practice (Jossey-Bass, San Fran, 2001) will be supplied to each participant, and is included in the course fee.

SEPARATE MEETINGS: PRE-MEDIATION AND CAUCUSING (CR415)

Prerequisites: CR110A or CR110B, CR250
Length: Two Days (14 hours)
Credit: 1

You may meet separately with the parties in a pre-mediation format or caucus with the parties during the joint session or between joint sessions. These meetings and related conversations are key components of the mediation process, and they present their own set of challenges and strategies. It is incumbent upon the mediator to conduct these meeting efficiently and productively, while ensuring balance, trust

and impartiality. In this course, you will learn to recognize when, how and under what circumstances it is appropriate to meet separately with the parties. You will practice pre-mediation and joint session caucusing in role-play simulations with the support and assistance of skill coaches.

REALITY CHECK: MEDIATION (CR920)

Prerequisites: CR110A or CR110B, CR250
Length: One Day (7 hours)
Credit: .5

Self-reflection and self-evaluation are crucial components of mediation practice. This one-day course offers beginning mediators an opportunity to compare their own self-evaluation against detailed and concrete feedback from a senior instructor. A small class of four students will role-play and receive feedback based on the assessment criteria for the mediation assessment. Please bring a VHS videotape to record your role-play.

ASSESSMENT: MEDIATION (CR975)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260, CR400

In order to receive your Certificate with a Mediation specialization, you must successfully complete this assessment. The assessment consists of a written self-evaluation, a written preparation for the mediation assessment to be role-played, a one-hour role-play simulation with the student acting as the mediator, and an oral questioning period during which the student is asked to identify key concepts of the program as they relate to the role-play.

Note: Students will be permitted to register for their assessment only after successfully completing CR400 Mediation Skills Level II. You may do your assessment after completing CR400 Mediation Skills Level II even though you may not have finished all of your elective hours. We recommend registering for the assessment one to three months after completing CR400 Mediation Skills Level II.

Students interested in mediation may also find these courses of interest:

Victim Offender Mediation (PRJ202 - page 58)
 Parent-Teen Mediation (CR419 - page 61)
 The Art of Reframing (CR366 - page 44)
 Intercultural Communications (CR552 - page 54)
 Questions and Questioning (CR318 - page 45)
 Dealing with Defensiveness (CR319 - page 40)
 Community, Dialogue and September 11th (CR421 - page 38)
 Dynamics of Power (CR320 - page 40)
 Reconciling Differences (CR834 - page 42)
 Once Upon a Conflict: Story & Metaphor in Conflict Resolution (CR413 - page 42)
 The Art and Science of Problem Solving in Dispute Resolution (CR422 - page 38)
 The Art of Reframing (CR366 - page 44)
 Family Mediation Courses (pages 59-62)
 Facilitation and Group Work courses (pages 52-53)

BUILDING CONSENSUS (CR516)

Prerequisites: CR110A or CR110B, and one of CR200, CR250 or CR260
Length: Two Days (14 hours)
Credit: 1

In recent years, there has been an increase in the use of participative approaches to making decisions and resolving conflict. Collaborative approaches have tremendous appeal, with the benefits of building more cohesive teams, resolving outstanding differences and increasing commitment to agreements. This shift toward participation in solving problems, setting policies, making decisions and planning events has not always proved successful. Reaching agreement in groups is not easy. Although elements that lead to successful group agreements are relatively simple to understand, the challenge is to learn to effectively apply them. This course is designed to assist participants in understanding the skills and processes necessary to make effective decisions and build committed agreement in groups.

Most classes are limited to 20 participants - don't be disappointed - register today! See page 98 for details.

CHALLENGES OF FACILITATING (CR508)

Prerequisites: CR110A or CR110B, CR260 or CR250
Recommended: CR504
Length: Two Days (14 hours)
Credit: 1

This course builds on ideas and strategies introduced in "Group Dynamics," and is for group or team facilitators who would like to further their skills to meet the types of challenges involved in facilitating. We will review the basics of facilitation and group functioning; however, the focus will be on common pitfalls and difficulties that facilitators face, such as remaining neutral, tracking multiple issues and speakers, managing group polarization and domination by individuals, power problems and bringing the group to closure. Through discussion, case studies and role-play, participants will identify and work through these and other challenges.

FACILITATING MULTI-PARTY DISPUTES (CR520)

Prerequisites: CR110A or CR110B, CR250 or CR260, CR508
Recommended: CR504
Length: Three Days (21 hours)
Credit: 1.5

This course builds on strategies introduced in "Challenges of Facilitating" and is for facilitators who work with multiple groups or organizations. Facilitators are often called upon to resolve conflicts with the group as well as to facilitate. The course will present a framework for assisting groups to negotiate and resolve disputes including assessing, convening, gaining 'buy-in', process design, representation/accountability, negotiating, packaging and implementation of agreements. Other aspects of facilitating in complex settings will also be covered, such as cultural considerations, use of different discussion formats, intervention strategies and the role of face-saving. This course will offer theory and practical tips, discussion and a small work group.



Outdoor spaces at the JI Campus

GROUP DYNAMICS (CR504)

Prerequisites: CR110A or CR110B, CR260 or CR250
Length: Two Days (14 hours)
Credit: 1

New dynamics emerge when we apply conflict resolution skills and processes to a group setting. This course looks at group dynamics such as group role functions and leadership, how team building occurs, participation levels, power struggles, hidden agendas, how to manage disruptive behaviour, value differences, and how to balance group and individual needs. Participants will learn how to adapt the two-party conflict resolution model, make collaborative decisions and resolve conflicts in groups. They should have a working knowledge of the conflict resolution model and a basic understanding of communication skills.

Students interested in facilitation and group work may also find these courses of interest:

Dynamics of Power (CR320 - page 40)

Questions and Questioning (CR318 - page 45)

Conflict and Diversity: Key Challenges for the New Workplace (CR837 - page 54)

The Art of Reframing (CR366 - page 44)

Mediation Courses (pages 48-51)

Peacemaking and Restorative Justice Courses (pages 56-58)

CONFLICT AND DIVERSITY: KEY CHALLENGES FOR THE NEW WORKPLACE (CR837)

Prerequisites: CR110A or CR110B
Length: Three Days (21 hours)
Credit: 1.5

This course is targeted to conflict resolution students, mediators, lawyers, psychologists, adjudicative tribunals, administrative personnel and other human service providers who deal with inter and intra-cultural conflict and intercultural sensitivity in British Columbia. Working with a diverse client base in British Columbia, we deal with different perceptions about conflict and different pathways to resolving these conflicts. This course deals with the key foundational and theoretical elements which drives successful practice, as well as the hands-on skills which can be integrated into professional settings to serve clients and the public in more effective ways. The underlying theme is integrating skills, knowledge and experience to make service provision effective, client-centered and respectful. It will provide participants with specific mediation and conflict resolution strategies useful to a variety of settings.

Guest Instructor: CHARLES BOEHM-HILL, M.Ed. MA

CONFLICT RESOLUTION FOR CROSS-CULTURAL TEAMS (CR511)

Prerequisites: CR110A or CR110B
Recommended: CR552
Length: Two Days (14 hours)
Credit: 1

New
Course!

As the workplace becomes more diversified and Canadian businesses expand into global markets, more and more Canadians find themselves working in cross-cultural teams. Conflicts arise as a result of miscommunication, biases against unfamiliar work practices, differences in values and work ethics, etc. This course is designed to increase participants' awareness of multi-cultural conflict in the workplace by examining topics such as approaches to leadership and teamwork, ways of communicating and resolving conflict. Participants will engage in activities that will allow them to explore the dynamics of teamwork and hone their conflict resolution skills when working cross-culturally.

Guest Instructor: NIKKI DE CARTERET, MA

INTERCULTURAL COMMUNICATION: BRIDGING THE DIVIDE IN CONFLICT SITUATIONS (CR552)

Prerequisites: CR110A or CR110B
Length: Two Days (14 hours)
Credit: 1

This course examines cultural differences in communication and their impact in conflict situations. The content includes applications in the workplace and will be useful in communications with co-workers and clients. The goal is to learn how intercultural conflict occurs through miscommunication and how to prevent or address intercultural conflict through the use of effective intercultural communication skills. We will explore attitudes, behaviours, triggers, frameworks, and verbal and



The JI Library is a great source of information, reference material, and current journals on all aspects of community safety, including dispute resolution. For more details, see page 100.

non-verbal messages as they relate to culture. Through structured exercises, discussion and role-plays, participants will have opportunities to increase flexibility in the use of communication skills and develop a greater awareness of the role of culture in communication and conflict. The course builds on skills developed in CR110A or CR110B and takes a universal (not ethnocentric) approach to intercultural communications, and one that can be widely applied in a variety of situations without the presumption of prior cultural knowledge. While this is not a course on understanding the numerous cultures of the world, the skills developed can be used by the participants to gain a better understanding of cultures.

Learn more about us - attend a *free* Program and Career Information Session (see page 37) or visit our website at www.jibc.bc.ca/ccr

BUILDING CONSTRUCTIVE CONNECTIONS WITHIN INSTITUTIONS & COMMUNITIES (PRJ201)

Prerequisite: PRJ100
Length: 2 days (14 hours)
Credit: 1

When considering the topics of community development and community building, it is essential to define what we mean by "community". This course explores the issues of linkage within the community, whether it be the organization or school as community, or a restorative justice program situated in the community at large. We will explore together the challenges and opportunities of building connections, using a systems approach, agreement-seeking and appreciative inquiry processes as useful ways to build effective partnerships, long term liaisons and working relationships. Long term sustainability, gaining community "buy-in", quality assurance, overcoming funding and political issues will also be reviewed, while utilizing the collective experiences within the group. We will provide participants with the opportunity to focus on their respective communities' needs, and develop a strategy for building connections.

COMMUNITY CONFERENCING (PRJ204)

Prerequisite: PRJ100
Length: 3 days (21 hours)
Credit: 1.5

This course will review the theory and practice of community conferencing using a balanced approach to peacemaking and restorative justice. Building upon fundamental conflict resolution skills, the course will assist community program coordinators, volunteers and those in organizational or school settings to manage the conferencing process in a way that is respectful of all present while maintaining a safe environment. We will review the roles and responsibilities of the facilitator(s) in large-group situations, and the assessment of suitability of incidents for conferencing. We will also address how to identify and involve communities of care, handle pre-conference activities, manage difficult situations, deal with power imbalances, debrief the conference and conduct follow-up procedures. Participants will have opportunities to practice in role-play simulations.

DESIGNING AND IMPLEMENTING PEACEMAKING/ RESTORATIVE JUSTICE PROCESSES IN SCHOOLS (PRJ212)

Prerequisites: PRJ100
Recommended: PRJ205
Length: 2 days (14 hours)
Credit: 1

Increasingly, schools have been exploring restorative justice principles and practices in order to adapt and enhance their responses to school-based conflict and victimization. Experience has shown that restorative practices can be very useful in strengthening and restoring relationships, repairing harm caused and effectively involving those affected by such incidents. This workshop will explore participants values and beliefs as they relate to conflict and victimization, the dynamics of bullying, harassment and intimidation in the school setting. We will also examine a continuum of restorative justice practices appropriate in a school setting, and methods for addressing the 'code of silence' and fear of retaliation that often occurs following incidents of victimization.

THE EFFECTS OF VICTIMIZATION (PRJ103)

Prerequisite:	PRJ100
Length:	2 days (14 hours)
Credit:	1

This course will address the nature of the human response to trauma from mental, physical, emotional and spiritual perspectives. A full understanding of what takes place for the victims of traumatic events during and following these events will not only provide insight on what they experience in the aftermath, but guidance on the kind of support they deserve from the vast array of "helpers" in various community, organizational and school settings. Participants will build an appreciation for how a relatively "brief" traumatic event may impact a victim for years to come. Finally, participants will understand how those who are engaging with victims in restorative justice and peacemaking processes can play a vital role in preventing re-victimization and in empowering individuals toward resolution so that they may move beyond "victim" to "survivor".

ESTABLISHING A COMMUNITY JUSTICE PROGRAM (PRJ104)

Prerequisite:	PRJ100
Length:	1 Day (7 hours)
Credit:	.5

Establishing a Community Justice Program begins with the community. Building on past experiences with existing programs, this course will focus on designing a process that will lead to establishment of a CJ program, and provide an overview of the various steps and tasks involved, including how to build capacity within a community that will support a CJ program, and to mobilize that community. The values and philosophy of restorative justice are intrinsic to the process; this course will not provide a "cookie cutter approach".

FOUNDATIONS OF PEACEMAKING AND RESTORATIVE JUSTICE (PRJ100)

Prerequisites:	None
Length:	3 days (21 hours)
Credit:	1.5

This course provides an overview of all critical components of the Peacemaking and Restorative Justice Certificate Program. We will review the history of restorative justice and peacemaking practices, examine the justice process based on degree of community involvement and summarize restorative justice and peacemaking processes as they are being employed worldwide. In order to explore these concepts from personal and cultural perspectives, we will create a community in the classroom and engage participants in a learning experience that will cause them to challenge their traditional assumptions around dealing with crime and conflict – in community, school and organizational/institutional contexts. We will build a foundation for subsequent detailed and specialized training, based on the principles and philosophy of peacemaking and restorative justice, including a holistic, value-based and respectful orientation to practice. **Recommended Reading:** Changing Lenses, by Howard Zehr



PEACEMAKING CIRCLES: A PROCESS FOR BUILDING CONSENSUS & RELATIONSHIPS (PRJ205)

Recommended: PRJ100, CR110A or CR110B

Length: 3 days (21 hours)

Credit: 1.5

This course calls upon the experience of using peacemaking circles in sentencing, child protection cases, human rights and in addressing public and private conflicts within and between various organizations, agencies and groups. The course addresses how circles can be adapted to a wide range of conflicts. The guiding principles and fundamental practices of the circle will be covered. The various stages of a circle process and the responsibility of keepers will be described. The thrust of the course will be to explore how circles can be adapted and applied to many different situations where the objectives are to generate innovative solutions, build relationships of trust, foster respect for different values/perspectives and work towards a sustainable consensus.

VICTIM OFFENDER MEDIATION (PRJ202)

Prerequisites: CR110A or CR110B, CR250

Recommended: CR200, PRJ100

Length: Four Days (28 hours)

Credit: 2

This course addresses the use of mediation in the context of the criminal justice system; addressing the issues of victims and offenders that are created by crime. Participants will develop an understanding of the Restorative Justice principles and values that, for over 25 years, have guided the use of this process in seeking to effectively address crime in the community. Using actual case studies, we will learn and practice the process and skills used in making initial client contacts and in conducting a mediation in the context of a restorative justice framework, to address minor offences and some levels of assault. Note: The focus of the course will be on practitioner practice rather than on setting up a victim/offender program.

Students interested in PRJ may also find these courses of interest:

Community, Dialogue and September 11 (CR421 - page 38)

Unfinished Business (CR316 - page 43)

Managing the Conflict Within (CR423 - page 41)

Questions and Questioning (CR318 - page 45)

The Art of Reframing (CR366 - page 44)

Building Consensus (CR516 - page 52)

Mediation Courses (pages 48-51)

Facilitation and Group Work Courses (pages 52-53)

CHILD SUPPORT GUIDELINES (FAM112)

Prerequisites:	None
Length:	21 hours to be completed within 6 weeks
Credit:	1.5

On-Line
Learning

This On-Line Learning Course is designed to provide you with the knowledge and ability to assist clients with child support issues resulting from separation and divorce. You will become familiar with the family mediator's function of helping clients determine the proper amount of child support as per current legislation, with changing child support orders when circumstances change, and with assisting clients when one parent lives outside the jurisdiction of the court.

COURT PROCESSES AND COURT DOCUMENTS (FAM105)

Prerequisites:	None
Length:	21 hours to be completed within six weeks
Credit:	1.5

On-Line
Learning

This module is designed to provide you with the knowledge and ability to assist clients with in- and out-of-court options. You will become familiar with the family justice counsellors' function in preparing court documents, filing applications and changing or enforcing court orders. You will be introduced to the Family Maintenance Enforcement Program and their service capabilities.

EFFECTS OF SEPARATION AND DIVORCE ON ADULTS (FAM103)

Prerequisites:	None
Length:	21 hours to be completed within six weeks
Credit:	1.5

On-Line
Learning

This course will focus on the effects of separation and divorce on adults. You will learn about the divorce process and family dynamics of separation and divorce including the legal, financial, social and psychological effects of family breakdown on family members. Also covered in the course are special issues related to families such as parental responsibility, gender bias, parental mobility, and the impact of new relationships. Constructive intervention programs will assist you to guide your clients. This course is a companion to FAM104: Effects of Separation and Divorce on Children.

EFFECTS OF SEPARATION AND DIVORCE ON CHILDREN (FAM104)

Prerequisites:	None
Length:	21 hours to be completed within six weeks
Credit:	1.5

On-Line
Learning

The purpose of this online course is to examine the research literature on the effects of separation and divorce on children. This course will look at how factors such as parental conflict affect children's adjustment. Appropriate living arrangements and visitation schedules for children will be explored. You will be guided through the actions that need to be taken in cases where abuse is present. You will learn how, as a counsellor and/or mediator, you can work more effectively with parents as they

make a parenting plan and meet challenges they may experience with their children. This course is a companion to FAM103: Effects of Separation and Divorce on Adults.

FAMILY MEDIATION CERTIFICATION PREPARATION WORKSHOP (FAM111)

Prerequisites:	Must have completed at least 80 hours of conflict resolution/mediation training.
Length:	Two Days (14 hours)
Credit:	1

This two day workshop is offered at the Justice Institute as a preparatory course for candidates wishing mediator certification with Family Mediation Canada. Students will learn how the process works and will have an opportunity to practice the required skills needed to successfully complete their certification. FMC certified mediators will be available to coach and provide constructive feedback to participants on their video-taped role plays.

FAMILY VIOLENCE: IMPACT ON SEPARATION AND DIVORCE (CORR605)

Prerequisites:	None
Length:	21 hours to be completed within six weeks
Credit:	1.5

On-Line
Learning

This course is intended to serve as a general overview on the topic of relationship violence. It examines the dynamics of relationship abuse, particularly during separation and divorce. Participants will learn theories of abuse, the impact of abuse on family members, screening protocols, interviewing techniques, court remedies, and how to arrange a parenting plan. This course is a preparatory course for those seeking a career as a family justice counsellor and is crucial for those who practice family mediation.

INTRODUCTION TO FAMILY JUSTICE SERVICES IN BC (CORR606)

Prerequisites:	None
Length:	21 hours to be completed within 12 weeks
Credit:	1.5

Correspondence Learning

This introductory correspondence course is for mediators and those working in the helping professions. The course is designed for those who wish to gain information and an overview on the various components of the Family Justice System. Participants will learn how the courts define legal terms such as custody, access, guardianship, and support (but not property division). It explains how the family justice system works and the need to consider issues such as relationship violence. This course is a preparatory course for those seeking a career as a family justice counsellor.

Help us keep in touch with you - send us your updated contact information at conres@jibc.bc.ca

MULTICULTURAL ISSUES IN FAMILY JUSTICE (FAM109)

Prerequisites: None
Length: 7 hours to be completed within two weeks
Credit: .5

On-Line
Learning

This course is intended to provide an opportunity to explore the realm of personal and cultural sensitivity and how it applies to the working environment of family justice counsellors/mediators in B.C. You will be introduced to factors that you need to consider when addressing issues of race, class and/or gender. Through research, case studies and group discussion, you will learn the basic skills needed to be culturally competent in your work with clients.

PARENT-TEEN MEDIATION (CR419)

Prerequisites: CR110A or CR110B, CR250, CR260, CR400 or equivalent.
Length: Three Days (21 hours)
Credit: 1.5

Parent-teen relations often become strained during adolescence, sometimes to the point of intense conflict. With little understanding of each other's point of view simple conversations can erupt into major battles. Mediating between parents and teens is a highly specialized application of mediation often involving strong emotions, power and control issues. The classroom portion of this course will apply mediation skills to assist both sides to communicate more effectively with each other and negotiate agreements on typical issues. Participants include both adults enrolled through the Centre for Conflict Resolution and teens from the New Westminster Secondary School Mediation program. All participants will have opportunities in class to conduct simulated pre-mediation interviews and mediation sessions.

Working toward Family Mediation Canada certification?
Check page 59 to see how our certificate
program can work for you.

PARENT-TEEN MEDIATION PRACTICE (CR420)

Prerequisites: CR419
Length: Four supervised mediation sessions (3 hours each)
Credit: 1

Following completion of the Parent-Teen Mediation course (CR419), practicum participants will be scheduled to conduct pre-mediation interviews and mediation sessions in a co-mediation team of one adult and one teen, under the supervision of an experienced parent-teen mediator. This is an invaluable opportunity to gain mediation experience in the parent-teen area.

Individuals who wish to become certified family mediators through Family Mediation of Canada (FMC) and have successfully completed CR420 may apply 10 hours of parent-teen mediation toward the required 20 hours of mediation experience.

PROFESSIONAL ETHICS AND STANDARDS OF CONDUCT (FAM102)

Prerequisites: None
Length: 7 hours to be completed within two weeks
Credit: .5

On-Line
Learning

This course is intended to stimulate thought and conversation for the student in the area of professional conduct and ethics when working as an employee of the British Columbia Ministry of Attorney General. The course will examine moral behaviour with the exploration of integrity, both personal and professional. Students will be provided with Corrections Branch standards and policy and the Family Mediation Canada Code of Conduct that provides guidelines and structure in relation to professional conduct and ethical behaviour. Students will also be provided with a Guide to Moral Decision Making, which is intended to assist the student in working through scenarios in this course, as well as situations that may arise in the workplace. Activities, self tests, discussions and assignments will be used throughout the course in order to make the material relevant to you.

ROLE OF THE FAMILY JUSTICE COUNSELLOR (FAM101)

Prerequisites: None
Length: 21 hours to be completed within six weeks
Credit: 1.5

On-Line
Learning

This on-line course will provide a context for how family justice services are delivered in British Columbia. You will learn about the role of a family justice counsellor and how they work with clients. Case studies and observation of others will be used to reinforce and assess the learning provided. You will be using material from the Family Relations Act, and the Family Justice Services Manual of Operations. Activities, self tests, discussions and assignments will be used throughout the course in order to make the material relevant to you.

SUBSTANCE ABUSE ISSUES IN FAMILY JUSTICE (FAM108)

Prerequisites: None
Length: 7 hours to be completed within two weeks
Credit: .5

On-Line
Learning

The purpose of this on-line course is to explore the nature of substance use in our society and look at the complexities of substance use as it affects families. The intent of this course is to provoke thinking around the central themes regarding treatment such as harm reduction, to provide resources for clients, and to achieve a greater understanding of symptoms and effects of substances and alcohol. We will look at the link between substance abuse and alcohol. This course will assist family mediators and counsellors who work with families.

Students interested in family mediation will also find the mediation courses (pages 48-51) of interest.

INTERPERSONAL CONFLICT RESOLUTION SKILLS FOR YOUTH HIGH SCHOOL RESOURCE SERIES

The Bridging Project of the Centre for Conflict Resolution is pleased to announce the development of the new Interpersonal Conflict Resolution Skills for Youth series. This classroom-ready resource, written by BC teachers and conflict resolution specialists, has been specifically designed for high school students and teachers. Based on core course content in the Centre for Conflict Resolution's internationally recognized certificate program, the high school resource also builds on a program developed and implemented at New Westminster High School over the past nine years. The content of these modules provides a solid understanding of collaborative conflict resolution skills that is applicable learning for all high school students, and are highly desired by today's employers.

Conflict resolution is an incredibly powerful tool for students of all ages to learn. Given the recent safe school, anti-violence, and anti-bullying initiatives, teaching young people specific skills they can use to empower themselves is crucial. Successfully learned and integrated, these skills create an increased capacity to resolve conflict in peaceful ways, and can lead to positive changes in the lives of young people, their families, schools, and communities.

Interpersonal Conflict Resolution Skills for Youth is a comprehensive, culturally inclusive resource, designed to assist young people in Grades 8 – 12 to acquire knowledge and integrate skills in four key areas, each of which forms a module in the resource: Fundamentals of Conflict Resolution, Anger Management, Negotiation and Mediation.

Each module is divided into several segments for which specific learning objectives have been developed. These objectives have been cross-referenced to the learning outcomes specified by the British Columbia Ministry of Education for the Career and Personal Planning Program (CAPP) delivered to Grades 8 – 12. Each of the four modules has a separate Student Manual and a comprehensive Teacher's Guide which provides guidelines for course delivery and includes a variety of teaching methods.

The Centre for Conflict Resolution welcomes inquiries from school districts who may be interested in entering into a formal equivalency agreement. Under such an agreement, students would be required to complete all four modules of the Interpersonal Conflict Resolution Skills for Youth series and teachers instructing these modules would need to have completed the UBC/JIBC Certificate in Conflict Resolution Practices in an Educational/School Context.

For more information, or to inquire about purchasing the high school resource, contact Michelle Tubbs, Program Co-ordinator, Bridging Project, by email at mtubbs@jibc.bc.ca or at 604-528-5638.

The Bridging Project is a collaboration of the

Centre for Conflict Resolution, Justice Institute of BC

and

New Westminster School District #40,

with support from

BC's Ministries of Education and Advanced Education

Course Schedules and Fees - General Information

To assist you in your course and program planning, course schedules are provided in 2 formats. Pages 66 to 77 list all available courses by location, and then in chronological order by start date. Pages 78 to 89 list all available courses alphabetically by course title, and then chronologically by start date.

Registration for courses listed in this calendar opens August 6th, 2002.

COURSE LOCATIONS

We are able to offer courses throughout British Columbia through partnerships with local post-secondary institutions. Our partner institutions are responsible for the course offerings, registration, fees and facilities. The Justice Institute provides the course content, instructional team and materials.

Partner institution policies and procedures regarding registration, cancellations, refunds, etc., may differ from the Justice Institute's policies. If you are registering for one of our courses through a partner institution, it is important that you familiarize yourself with the policies of both the JIBC and the partner location.

Fees at partner institutions are often higher than those charged in the JIBC and YWCA locations. This is generally necessary because of travel costs for the instructional team, as well as other facility and administrative costs. For more information on partner location fees, please contact the location directly.

GREATER VANCOUVER

Justice Institute of BC, 715 McBride Blvd at 8th Avenue, New Westminster

Registration: 604-528-5590

All information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

YWCA, 4th Floor, 535 Hornby Street near Dunsmuir, Downtown Vancouver

Registration: 604-528-5590

All information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

FRASER VALLEY

University College of the Fraser Valley, 33844 King Road, Abbotsford

Registration: 604-864-4626

Location and fee information: 604-854-4527

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

VICTORIA

Camosun College Interurban Campus, 4461 Interurban Road, Victoria

Registration: 250-370-3841 or 250-592-1556

Location and fee information: 250-370-4565

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

DUNCAN

Malaspina University College, 222 Cowichan Way, Duncan

Registration: 250-746-3519

Location and fee information: 250-746-3519

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

NANAIMO

Malaspina University College, 900 - 5th Street, Nanaimo

Registration: 250-755-8755

Location and fee information: 250-755-8775

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

CAMPBELL RIVER

North Island College, 1685 Dogwood Street, Campbell River

Registration: 250-923-9790

Location and fee information: 250-923-9790

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

OKANAGAN VALLEY

Okanagan University College, 583 Duncan Avenue, Penticton

Registration: 250-490-3959

Location and fee information: 250-492-4305

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

Okanagan University College, 2899 - 30th Avenue, Vernon

Registration: 250-503-2653

Location and fee information: 250-503-2650

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

ON-LINE AND CORRESPONDENCE COURSES

Registration: 604-528-5590

All information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

CLASS TIMES

All JIBC and YWCA day classes run 9:00 AM to 5:00 PM. Coffee and lunch breaks are based on the course schedule and progress throughout each day.

All YWCA evening classes run from 6:00 PM to 9:30 PM with a short break.

Partner locations set their own class times. Please verify class times when you register for any partner location course.

INSTRUCTOR SUBSTITUTIONS

Our course schedule includes the name of the instructor we have booked for each course. Occasionally, a substitution is required. Registered students are given advance notice of instructor substitutions on a best efforts basis, using the contact information available on our student records system. We regret that we are unable to reimburse students for any costs associated with their decision to drop a course as a result of an instructor substitution. Students can transfer to another scheduled course without penalty, provided space is available.

COURSE CANCELLATIONS

A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. In every case, as much advance notice as possible will be provided. The Institute is not responsible for participants' expenses (e.g., airline or hotel reservations) if a course must be cancelled. The Institute reserves the right to cancel courses. We truly regret any inconvenience this may cause.

Course Schedule by Location

Greater Vancouver

Justice Institute of BC, 715 McBride Blvd at 8th Avenue, New Westminster
YWCA, 4th Floor, 535 Hornby Street near Dunsmuir, Downtown Vancouver

Course Date	Course Name	Instructor	Fees
Sep 16	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Sep 16 - 17	Critical Skills for Communicating in Conflict (CR102)	Gary Harper	\$ 310
Sep 17 - 19	Mediation Skills Level I (CR250)	Donna Soules	\$ 465
Sep 18 - 20	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer	\$ 465
Sep 23	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Sep 23 - 25	Resolving Conflict in the Workplace (CR110B)	Ed Jackson	\$ 465
Sep 24 - 26	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart	\$ 465
Sep 25 - 27	Negotiation Skills Level I (CR260)	Kelly Henderson	\$ 465
Sep 30 - Oct 01	Asserting Yourself in Conflict Situations (CR105)	Jill Schroder	\$ 310
Sep 30 - Oct 01	Criticism: How to Give and Receive It (CR206)	Deborah White	\$ 310
Oct 01 - 03	Dealing with Interpersonal Conflict (CR110A)	Jim Toogood	\$ 465
Oct 02 - 04	Resolving Conflict in the Workplace (CR110B)	Jill Schroder	\$ 465
Oct 03 - 04	Challenges of Facilitating (CR508)	Ron Monk	\$ 310
Oct 07 - 08	Critical Skills for Communicating in Conflict (CR102)	Sue Yerxa	\$ 310
Oct 07 - 08	Group Dynamics (CR504)	Joan Balmer	\$ 310
Oct 07 - 09	Foundations of Peacemaking & Restorative Justice (PRJ100)	Nancy Hinds & Mark Wedge	\$ 465
Oct 08 - 10	Mediation Skills Level I (CR250)	Linda Dobson-Sayer	\$ 465
Oct 09	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Oct 10	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Oct 10, 17, 24, 31, Nov 07 & 14	Dealing with Interpersonal Conflict (Evening Class) (CR110A)	Terry Harris	\$ 465
Oct 15 - 16	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$ 310
Oct 16 - 18	Negotiation Skills Level I (CR260)	Dale Zaiser	\$ 465
Oct 17	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Oct 17 - 18	Negotiating with Difficult People Making It Hard to Say No (CR362)	Arthur Ridgeway	\$ 310
Oct 18	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Oct 21 - 25	Mediation Skills Level II (CR400)	Ron Monk	\$ 715
Oct 22 - 23	Community, Dialogue and September 11th (CR421)	Bernie Mayer & Julie Macfarlane	\$ 395
Oct 22 - 24	Resolving Conflict in the Workplace (CR110B)	Janice Bateman	\$ 465
Oct 23	Program and Career Information Session	Centre Staff	\$ -
Oct 24 - 26	Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson	\$ 465
Oct 28	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Oct 28 - 29	Asserting Yourself in Conflict Situations (CR105)	Gary Harper	\$ 310

Course Schedule by Location

Oct 29 - 31	Negotiation Skills Level I (CR260)	Ed Jackson	\$ 465
Oct 30 - Nov 01	Dealing with Defensiveness in Conflict (CR319)	Donna Soules	\$ 465
Oct 30 - Nov 01	<i>Dealing with Anger (CR200)</i>	<i>Jean Babner</i>	<i>\$ 465</i>
Nov 04	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Nov 04 - 05	Coaching in Conflict Situations (CR111)	Linda Dobson-Sayer	\$ 310
Nov 04 - 06	Resolving Conflict in the Workplace (CR110B)	Nancy McPhee	\$ 465
Nov 05 - 07	Mediation Skills Level I (CR250)	Deborah White	\$ 465
Nov 05 - 07	Dealing with Interpersonal Conflict (CR110A)	Jill Schroder	\$ 465
Nov 07 - 08	Critical Skills for Communicating in Conflict (CR102)	Nancy Baker	\$ 310
Nov 07 - 08	Managing the Hostile Individual (CR108)	Mario Govorchin	\$ 310
Nov 08	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Nov 12 - 13	Family Mediation Certification Preparation Workshop (FAM111)	TBA	\$ 380
Nov 12 - 13	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$ 310
Nov 12 - 14	Negotiation Skills Level I (CR260)	Jim Tuogood	\$ 465
Nov 14 - 15	Reconciling Differences (CR834)	Arthur Ridgeway	\$ 340
Nov 15	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Nov 18 - 19	Civil Procedure (CR846)	Terry Harris	\$ 310
Nov 18 - 20	Dealing with Anger (CR200)	Stacey Holloway	\$ 465
Nov 18 - 20	<i>Mediation Skills Level I (CR250)</i>	<i>Ron Monk</i>	<i>\$ 465</i>
Nov 18 - 22	Negotiation Skills Level II (CR360)	Dale Zaiser	\$ 715
Nov 20 - 22	Resolving Conflict in the Workplace (CR110B)	Sandy Dunlop	\$ 465
Nov 21	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Nov 21 - 22	<i>Critical Skills for Communicating in Conflict (CR102)</i>	<i>Ed Jackson</i>	<i>\$ 310</i>
Nov 22	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Nov 25	The Art of Reframing (CR366)	Deborah White	\$ 155
Nov 25 - 26	<i>Challenges of Facilitating (CR508)</i>	<i>Nancy McPhee</i>	<i>\$ 310</i>
Nov 25 - 27	Dealing with Interpersonal Conflict (CR110A)	Nym Hughes	\$ 465
Nov 27	Program and Career Information Session	Centre Staff	\$ -
Nov 27	Questions and Questioning (CR318)	Gordon Sloan	\$ 155
Nov 27 - 28	The Effects of Victimization (PRJ103)	Joe Solanto	\$ 310
Nov 27 - 28	Intercultural Communication: Bridging the Divide in Conflict Situations (CR552)	Ed Eduljee	\$ 310
Nov 27 - 29	Negotiation Skills Level I (CR260)	Stacey Holloway	\$ 465
Nov 28	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Nov 28 - 29	Asserting Yourself in Conflict Situations (CR105)	Jill Schroder	\$ 310
Nov 29	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Dec 02	Use It or Lose It (CR930)	Coach	\$ 155
Dec 02	Handling Conflict on the Telephone (CR101)	Dale Trimble	\$ 155
Dec 02 - 04	Dealing with Anger (CR200)	Mario Govorchin	\$ 465
Dec 02 - 06	Mediation Skills Level II (CR400)	Deborah White	\$ 715

Course Schedule by Location

Dec 03 - 05	Resolving Conflict in the Workplace (CR110B)	Joan Balmer	\$ 465
Dec 04 - 06	Mediation Skills Level I (CR250)	Kelly Henderson	\$ 465
Dec 05	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Dec 06	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Dec 09 - 10	Critical Skills for Communicating in Conflict (CR102)	Jill Schroder	\$ 310
Dec 09 - 11	Dealing with Interpersonal Conflict (CR110A)	Sue Yerxa	\$ 465
Dec 09 - 11	Dynamics of Power (CR320)	Joan Balmer	\$ 465
Dec 09 - 13	Negotiation Skills Level II (CR360)	Mario Govorchin	\$ 715
Dec 10 - 12	Negotiation Skills Level I (CR260)	Terry Harris	\$ 465
Dec 11 - 13	Dealing with Anger (CR200)	Nancy McPhee	\$ 465
Jan 15 - 17	Resolving Conflict in the Workplace (CR110B)	Terry Harris	\$ 465
Jan 20	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Jan 20 - 21	Critical Skills for Communicating in Conflict (CR102)	Deborah White	\$ 310
Jan 20 - 22	Dealing with Anger (CR200)	Sue Yerxa	\$ 465
Jan 21 - 22	Separate Meetings: Pre-Mediation and Caucusing (CR415)	Michael Fogel	\$ 310
Jan 22 - 24	Dealing with Interpersonal Conflict (CR110A)	Linda Dobson-Sayer	\$ 465
Jan 23 - 24	Managing the Conflict Within (CR423)	Joan Balmer & Nikki de Carteret	\$ 310
Jan 27	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Jan 27 - 28	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee	\$ 310
Jan 28 - 29	Conflict Resolution for Cross-Cultural Teams (CR511)	Nikki de Carteret	\$ 310
Jan 29 - 31	Negotiation Skills Level I (CR260)	Dale Zaiser	\$ 465
Jan 30	Reality Check - Mediation (CR920)	Centre Assessor	\$ 215
Jan 31	Reality Check - Mediation (CR920)	Centre Assessor	\$ 215
Feb 03	Reality Check - Mediation (CR920)	Centre Assessor	\$ 215
Feb 03 - 05	Resolving Conflict in the Workplace (CR110B)	Brian Frank	\$ 465
Feb 03-05	Conflict and Diversity: Key Challenges for the New Workplace (CR837)	Charles Boehm-Hill	\$ 465
Feb 04	Reality Check - Mediation (CR920)	Centre Assessor	\$ 215
Feb 04 - 06	Mediation Skills Level I (CR250)	Jill Schroder	\$ 465
Feb 06 - 07	Critical Skills for Communicating in Conflict (CR102)	Mario Govorchin	\$ 310
Feb 06, 13, 20, 27, Mar 06 & 13	Resolving Conflict in the Workplace (Evening Class) (CR110B)	Nym Hughes	\$ 465
Feb 10 - 11	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$ 310
Feb 10 - 12	Dealing with Anger (CR200)	Joan Balmer	\$ 465
Feb 12 - 13	Unfinished Business (CR316)	Arthur Ridgeway	\$ 310
Feb 12 - 14	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson	\$ 465
Feb 13	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Feb 14	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Feb 14 - 16	Parent/Teen Mediation (CR419)	Sandy Dunlop	\$ 465
Feb 17	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215

Course Schedule by Location

Feb 17 - 18	<i>Asserting Yourself in Conflict Situations (CR105)</i>	Gary Harper	\$ 310
Feb 17 - 19	Community Conferencing (PRJ204)	Jacque Stevulak	\$ 465
Feb 18 - 20	Resolving Conflict in the Workplace (CR110B)	Ron Monk	\$ 465
Feb 19	Program and Career Information Session	Centre Staff	\$ -
Feb 19 - 21	<i>Negotiation Skills Level I (CR260)</i>	Jim Toogood	\$ 465
Feb 20	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Feb 21	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Feb 24	Handling Conflict on the Telephone (CR101)	Dale Trimble	\$ 155
Feb 25 - 26	Criticism: How to Give and Receive It (CR206)	Deborah White	\$ 310
Feb 27	Assessments - Mediation (CR975)	Centre Assessor	\$ 315
Feb 27 - 28	Critical Skills for Communicating in Conflict (CR102)	Jill Schroder	\$ 310
Feb 28	Assessments - Mediation (CR975)	Centre Assessor	\$ 315
Mar to Jul	Parent/Teen Practicum (CR420)	Rick Singer	\$ 500
Mar 03 - 04	<i>Managing the Hostile Individual (CR108)</i>	Mario Govorchin	\$ 310
Mar 03 - 05	Dealing with Interpersonal Conflict (CR110A)	Nancy McPhee	\$ 465
Mar 04 - 06	Mediation Skills Level I (CR250)	Deborah White	\$ 465
Mar 05 - 07	<i>Resolving Conflict in the Workplace (CR110B)</i>	Linda Dobson-Sayer	\$ 465
Mar 05 - 07	Dealing with Anger (CR200)	Joan Balmer	\$ 465
Mar 06	Assessments - Mediation (CR975)	Centre Assessor	\$ 315
Mar 07	Assessments - Mediation (CR975)	Centre Assessor	\$ 315
Mar 07	Once Upon a Conflict: Story & Metaphor in Conflict Resolution (CR413)	Gary Harper	\$ 155
Mar 10 - 12	Negotiation Skills Level I (CR260)	Deborah White	\$ 465
Mar 10 - 12	Foundations of Peacemaking & Restorative Justice (PRJ100)	Terry Waterhouse & Phil Gatensb	\$ 465
Mar 10 - 14	Mediation Skills Level II (CR400)	Elizabeth Azmier-Stewart	\$ 715
Mar 13 - 14	Asserting Yourself in Conflict Situations (CR105)	Linda Dobson-Sayer	\$ 310
Mar 17	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Mar 17 - 18	Group Dynamics (CR504)	Joan Balmer	\$ 310
Mar 17 - 21	Negotiation Skills Level II (CR360)	Ron Monk	\$ 715
Mar 18	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Mar 19 - 21	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson	\$ 465
Mar 20	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Mar 21	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Mar 24	Use It or Lose It (CR930)	Coach	\$ 155
Mar 24	The Art of Reframing (CR366)	Deborah White	\$ 155
Mar 24 - 25	Critical Skills for Communicating in Conflict (CR102)	Sue Yerxa	\$ 310
Mar 24 - 26	<i>Dealing with Anger (CR200)</i>	Mario Govorchin	\$ 465
Mar 25	The Practice of Mediation (CR557)	Lee Turnbull	\$ 205
Mar 26	Ethical Dilemma for Mediators (CR326)	Lee Turnbull	\$ 155

Course Schedule by Location

Mar 26 - 28	Mediation Skills Level I (CR250)	Jim Toogood	\$ 465
Apr 01 - 03	Negotiation Skills Level I (CR260)	Dale Zaiser	\$ 465
Apr 02 - 03	Mediation Skills Level III (CR829)	Michael Fogel	\$ 310
Apr 03 - 05	Resolving Conflict in the Workplace (CR110B)	Nym Hughes	\$ 465
Apr 07 - 08	Asserting Yourself in Conflict Situations (CR105)	Mario Govorchin	\$ 310
Apr 07 - 08	Negotiating within a Labour Context (CR501)	Deborah White/Larry Gregg	\$ 310
Apr 07 - 09	<i>Mediation Skills Level I (CR250)</i>	<i>Terry Harris</i>	<i>\$ 465</i>
Apr 09 - 11	Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson	\$ 465
Apr 10 - 11	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson	\$ 310
Apr 10 - 11	<i>Civil Procedure (CR846)</i>	<i>Terry Harris</i>	<i>\$ 310</i>
Apr 14 - 15	Challenges of Facilitating (CR508)	Ron Monk	\$ 310
Apr 14 - 16	Resolving Conflict in the Workplace (CR110B)	Joan Balmer	\$ 465
Apr 14 - 16	Dealing with Anger (CR200)	Sue Yerxa	\$ 465
Apr 16	Establishing a Community Justice Program: A Restorative Approach (PRJ104)	Jacque Stevulak	\$ 155
Apr 22	Applying the Wisdom of Meditation (CR109)	Dale Trimble	\$ 155
Apr 22 - 23	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$ 310
Apr 22 - 24	Negotiation Skills Level I (CR260)	Jill Schroder	\$ 465
Apr 23 - 25	Mediation Skills Level I (CR250)	Linda Dobson-Sayer	\$ 465
Apr 24 - 25	Negotiating with Difficult People: Making It Hard to Say No (CR362)	Arthur Ridgeway	\$ 310
Apr 24 - 26	Dealing with Interpersonal Conflict (CR110A)	Jim Toogood	\$ 465
Apr 28	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Apr 28 - 29	Critical Skills for Communicating in Conflict (CR102)	Gary Harper	\$ 310
Apr 28 - 29	The Effects of Victimization (PRJ103)	Joe Solanto	\$ 310
Apr 28 - May 02	Mediation Skills Level II (CR400)	Donna Soules	\$ 715
Apr 29 - 30	Mediating Consciously: Being Real & Becoming Aware (CR858)	Michael Fogel	\$ 310
Apr 30	Program and Career Information Session	Centre Staff	\$ -
May 01 - 03	Dynamics of Power (CR320)	Joan Balmer	\$ 465
May 01, 08, 15, 22, 29 & Jun 05	<i>Negotiation Skills Level I (Evening Class) (CR260)</i>	<i>Nym Hughes</i>	<i>\$ 465</i>
May 05	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
May 05 - 06	Mediating Court-Based & Non-Relationship Cases (CR460)	Jim Toogood	\$ 310
May 05 - 07	Resolving Conflict in the Workplace (CR110B)	Deborah White	\$ 465
May 05 - 07	Community Conferencing (PRJ204)	Jacque Stevulak	\$ 465
May 07 - 08	Coaching in Conflict Situations (CR111)	Linda Dobson-Sayer	\$ 310
May 07 - 09	Dealing with Anger (CR200)	Mario Govorchin	\$ 465
May 12 - 14	Mediation Skills Level I (CR250)	Deborah White	\$ 465

Course Schedule by Location

May 13 - 15	Negotiation Skills Level I (CR260)	Gary Harper	\$ 465
May 13 - 15	Dealing with Interpersonal Conflict (CR110A)	Jill Schroder	\$ 465
May 20	Use It or Lose It (CR930)	Coach	\$ 155
May 20 - 21	Asserting Yourself in Conflict Situations (CR105)	Sue Yerxa	\$ 310
May 20 - 23	Victim Offender Mediation (PRJ202)	Eric Stutzman	\$ 575
May 22 - 24	Resolving Conflict in the Workplace (CR110B)	Joan Balmer	\$ 465
May 26 - 28	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart	\$ 465
May 26 - 28	Negotiation Skills Level I (CR260)	Jill Schroder	\$ 465
May 26 - 30	Negotiation Skills Level II (CR360)	Dale Zaiser	\$ 715
May 27 - 29	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer	\$ 465
May 28	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
May 29	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
May 29 - 30	Critical Skills for Communicating in Conflict (CR102)	Nym Hughes	\$ 310
May 30	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Jun 02 - 03	The Art & Science of Problem Solving in Conflict Resolution (CR422)	Terry Neiman	\$ 310
Jun 02 - 06	Mediation Skills Level II (CR400)	Deborah White	\$ 715
Jun 03 - 05	Negotiation Skills Level I (CR260)	Linda Dobson-Sayer	\$ 465
Jun 05 - 06	Group Dynamics (CR504)	Joan Balmer	\$ 310
Jun 09	Handling Conflict on the Telephone (CR101)	Dale Trimble	\$ 155
Jun 09 - 10	Balancing Empathy and Assertion (CR325)	Joan Balmer	\$ 310
Jun 09 - 11	Mediation Skills Level I (CR250)	Sandy Dunlop	\$ 465
Jun 11 - 13	Foundations of Peacemaking & Restorative Justice (PRJ100)	Sue Yerxa & Mark Wedge	\$ 465
Jun 11 - 13	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson	\$ 465
Jun 11 - 13	Dealing with Defensiveness in Conflict (CR319)	Donna Soules	\$ 465
Jun 12 - 13	Criticism: How to Give and Receive It (CR206)	Deborah White	\$ 310
Jun 16 - 17	Asserting Yourself in Conflict Situations (CR105)	Nym Hughes	\$ 310
Jun 16 - 17	Conflict Prevention and Resolution Through Organizational Design (CR361)	Ken Cloke & Joan Goldsmith	\$ 395
Jun 16 - 18	Resolving Conflict in the Workplace (CR110B)	Gary Harper	\$ 465
Jun 16 - 20	Negotiation Skills Level II (CR360)	Nancy McPhee	\$ 715
Jun 18 - 20	Dealing with Anger (CR200)	Snacey Holloway	\$ 465
Jun 19	The Art of Reframing (CR366)	Deborah White	\$ 155
03, 10, 17 & 24	Dealing with Anger (Evening Class) (CR200)	Nym Hughes	\$ 465
Jun 23 - 24	Critical Skills for Communicating in Conflict (CR102)	Kelly Henderson	\$ 310
Jun 23 - 24	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$ 310
Jun 23 - 24	The Effects of Victimization (PRJ103)	Joe Solanto	\$ 310

Course Schedule by Location

Jun 23 - 25	Negotiation Skills Level I (CR260)	Jim Toogood	\$ 465
Jun 25 - 26	Building Consensus (CR516)	Arthur Ridgeway	\$ 310
Jun 25	Program and Career Information Session	Centre Staff	\$ -
Jul 02 - 04	Mediation Skills Level I (CR250)	Janice Bateman	\$ 465
Jul 02 - 04	Resolving Conflict in the Workplace (CR110B)	Mario Govorchin	\$ 465
Jul 07 - 09	Dealing with Anger (CR200)	Mario Govorchin	\$ 465
Jul 07 - 09	Facilitating Multi-Party Disputes (CR520)	Sally Campbell	\$ 465
Jul 08 - 09	Asserting Yourself in Conflict Situations (CR105)	Janice Bateman	\$ 310
Jul 10	Reality Check - Mediation (CR920)	Centre Assessor	\$ 215
Jul 10	Establishing a Community Justice Program: A Restorative Approach (PRJ104)	Jacquie Stevulak	\$ 155
Jul 10 - 11	Critical Skills for Communicating in Conflict (CR102)	Terry Harris	\$ 310
Jul 11	Reality Check - Mediation (CR920)	Centre Assessor	\$ 215
Jul 11	Use It or Lose It (CR930)	Coach	\$ 155
Jul 14	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Jul 14 - 16	Dealing with Interpersonal Conflict (CR110A)	Jim Toogood	\$ 465
Jul 14 - 18	Mediation Skills Level II (CR400)	Stacey Holloway	\$ 715
Jul 15	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Jul 16 - 18	Negotiation Skills Level I (CR260)	Nancy McPhee	\$ 465
Jul 21	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Jul 21 - 25	Negotiation Skills Level II (CR360)	Deborah White	\$ 715
Jul 22	Reality Check - Negotiation (CR910)	Centre Assessor	\$ 215
Jul 22 - 24	Dealing with Anger (CR200)	Sandy Dunlop	\$ 465
Jul 22 - 24	Peacemaking Circles: A Process for Building Consensus & Relationships (PRJ205)	Rose Rowlands & Mark Wedge	\$ 465
Jul 23 - 25	Resolving Conflict in the Workplace (CR110B)	Ed Jackson	\$ 465
Jul 24	Reality Check - Mediation (CR920)	Centre Assessor	\$ 215
Jul 25	Reality Check - Mediation (CR920)	Centre Assessor	\$ 215
Jul 28 - 29	Critical Skills for Communicating in Conflict (CR102)	Sue Yerna	\$ 310
Jul 29 - 31	Negotiation Skills Level I (CR260)	Gary Harper	\$ 465
Aug 05 - 06	Building Constructive Connections within Institutions & Communities (PRJ201)	MaryAnne Arcand	\$ 310
Aug 05 - 07	Dealing with Interpersonal Conflict (CR110A)	Deborah White	\$ 465
Aug 06 - 08	Mediation Skills Level I (CR250)	Ed Jackson	\$ 465
Aug 11	Assessments - Mediation (CR975)	Centre Assessor	\$ 315
Aug 11 - 12	Civil Procedure (CR845)	Terry Harris	\$ 310
Aug 11 - 13	Resolving Conflict in the Workplace (CR110B)	Jim Toogood	\$ 465
Aug 12	Assessments - Mediation (CR975)	Centre Assessor	\$ 315
Aug 14	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315

Course Schedule by Location

Aug 14 - 15	Managing the Hostile Individual (CR108)	Mario Govorchin	\$ 310
Aug 14 - 15	Asserting Yourself in Conflict Situations (CR105)	Linda Dobson-Sayer	\$ 310
Aug 14 - 15	Challenges of Facilitating (CR508)	Nancy McPhee	\$ 310
Aug 15	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Aug 18 - 19	<i>Critical Skills for Communicating in Conflict (CR102)</i>	<i>Gary Harper</i>	<i>\$ 310</i>
Aug 18 - 22	Mediation Skills Level II (CR400)	Donna Soules	\$ 715
Aug 19 - 21	Negotiation Skills Level I (CR260)	Dale Zaiser	\$ 465
Aug 20 - 22	Dealing with Interpersonal Conflict (CR110A)	Terry Harris	\$ 465
Aug 21	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Aug 21 - 27	Negotiation Skills Level II (CR360)	Mario Govorchin	\$ 715
Aug 22	Assessments - Negotiation (CR950)	Centre Assessor	\$ 315
Aug 25	Assessments - Mediation (CR975)	Centre Assessor	\$ 315
Aug 25 - 26	Designing & Implementing PRJ Processes in Schools (PRJ212)	Nancy Hinds & Terry Waterhouse	\$ 310
Aug 25 - 27	<i>Mediation Skills Level I (CR250)</i>	<i>Gary Harper</i>	<i>\$ 465</i>
Aug 26	Assessments - Mediation (CR975)	Centre Assessor	\$ 315
Aug 26 - 28	Dealing with Anger (CR200)	Joan Balmer	\$ 465
Aug 26 - 28	Resolving Conflict in the Workplace (CR110B)	Nancy McPhee	\$ 465
2003 dates TBA	Family Mediation Certification Preparation Workshop (FAM111)	TBA	\$ 380

Fraser Valley

University/College of the Fraser Valley, 33844 King Road, Abbotsford

Course Date	Course Name	Instructor	Fees
Apr 02 - 04	Resolving Conflict in the Workplace (CR110B)	Sue Yerxa	\$ 470
Jun 18 - 20	Negotiation Skills Level I (CR260)	Dale Zaiser	\$ 470

Victoria

Camosun College Interurban Campus, 4461 Interurban Road, Victoria

Course Date	Course Name	Instructor	Fees
Sep 25	Program and Career Information Session	Centre Staff	\$ -
Sep 26 - 28	Resolving Conflict in the Workplace (BSJI543V)	Duncan Stewart	\$ 470
Sep 30 - Oct 01	Asserting Yourself in Conflict Situations (BSJI553V)	Nancy McPhee	\$ 370
Oct 07 - 09	Negotiation Skills Level I (BSJI541V)	Ron Monk	\$ 470
Oct 17 - 19	Dealing with Interpersonal Conflict (BSJI540V)	Brian Frank	\$ 470
Oct 21 - 22	Critical Skills for Communicating in Conflict (BSJI550V)	Duncan Stewart	\$ 370
Nov 01 - 02	Shifting from Positions to Interests (BSJI516V)	Arthur Ridgeway	\$ 370
Nov 06	* Reality Check - Negotiation (CR910)	Centre Assessor	\$ 250
Nov 07	The Art of Reframing (BSJI571V)	Ron Monk	\$ 185

Course Schedule by Location

Nov 14 - 16	Dealing with Anger (BSJI544V)	Nancy McPhee	\$ 470
Nov 18 - 20	Dealing with Defensiveness in Conflict (BSJI564V)	Donna Soules	\$ 470
Nov 28 - 30	Mediation Skills Level I (BSJI542V)	Linda Dobson-Sayer	\$ 470
Dec 09	* Assessments - Negotiation (CR950)	Centre Assessor	\$ 345
Dec 10 - 14	Mediation Skills Level II (BSJI546V)	Elizabeth Azmier-Stewart	\$ 725
Jan 16	* Reality Check - Negotiation (CR910)	Centre Assessor	\$ 250
Jan 22	Program and Career Information Session	Centre Staff	\$ -
Jan 27 - 29	Resolving Conflict in the Workplace (BSJI543V)	Ron Monk	\$ 470
Feb 05	* Assessments - Negotiation (CR950)	Centre Assessor	\$ 345
Feb 06 - 08	Negotiation Skills Level I (BSJI541V)	Duncan Stewart	\$ 470
Feb 11 - 12	Asserting Yourself in Conflict Situations (BSJI553V)	Ron Monk	\$ 370
Feb 20	The Art of Reframing (BSJI571V)	Nancy McPhee	\$ 185
Feb 28 - Mar 01	Unfinished Business (BSJI555V)	Arthur Ridgeway	\$ 370
Mar 03 - 04	Critical Skills for Communicating in Conflict (BSJI550V)	Duncan Stewart	\$ 370
Mar 13 - 15	Dealing with Anger (BSJI544V)	Nancy McPhee	\$ 470
Mar 19 - 20	Managing the Hostile Individual (BSJI551V)	Mario Govorchin	\$ 370
Mar 27 - 29	Dealing with Interpersonal Conflict (BSJI540V)	Nancy Baker	\$ 470
Apr 01 - 02	Criticism: How to Give and Receive It (BSJI563V)	Deborah White	\$ 370
Apr 10 - 12	Resolving Conflict in the Workplace (BSJI543B)	Brian Frank	\$ 470
Apr 15 - 16	Group Dynamics (BSJI559V)	Elizabeth Azmier-Stewart	\$ 370
Apr 22 - 24	Dealing with Defensiveness in Conflict (BSJI564V)	Donna Soules	\$ 470
May 01 - 03	Dealing with Interpersonal Conflict (BSJI540V)	Duncan Stewart	\$ 470
May 12 - 14	Mediation Skills Level I (BSJI542V)	Brian Frank	\$ 470
May 21	* Reality Check - Negotiation (CR910)	Centre Assessor	\$ 250
May 29 - 31	Negotiation Skills Level I (BSJI541V)	Linda Dobson-Sayer	\$ 470
Jun 04	Handling Conflict on the Telephone (BSJI569V)	Dale Trimble	\$ 185
Jun 11	* Assessments - Negotiation (CR950)	Centre Assessor	\$ 345
Jun 20 - 21	Negotiating with Difficult People: Making It Hard to Say No (BSJI552V)	Arthur Ridgeway	\$ 370
Jun 23 - 27	Negotiation Skills Level II (BSJI545V)	Ron Monk	\$ 725
Jul 07	* Reality Check - Negotiation (CR910)	Centre Assessor	\$ 250
Jul 10 - 11	Critical Skills for Communicating in Conflict (BSJI550V)	Brian Frank	\$ 370
Jul 16 - 18	Dealing with Anger (BSJI544V)	Sue Yerxa	\$ 470
Jul 24 - 25	Asserting Yourself in Conflict Situations (BSJI553V)	Nancy McPhee	\$ 370
Jul 28	* Assessments - Negotiation (CR950)	Centre Assessor	\$ 345

* For Reality Checks and Assessments, register with the JIBC - 604-528-5590
BSJI course numbers are provided for Camosun registration purposes.

Course Schedule by Location

Duncan

Malaspina University College, 222 Cowichan Way, Duncan

Course Date	Course Name	Instructor	Fees
Dec 05 - 07	Resolving Conflict in the Workplace (HHJI005)	Donna Soules	\$ 470
May 23 - 24	Asserting Yourself in Conflict Situations (HHJI015)	Ron Monk	\$ 370

HHJI course numbers are provided for Malaspina registration purposes.

Nanaimo

Malaspina University College, 900 - 5th Street, Nanaimo

Course Date	Course Name	Instructor	Fees
Nov 21 - 23	Dealing with Interpersonal Conflict (HHJI001)	Nancy Baker	\$ 470
Mar 28 - 29	Critical Skills for Communicating in Conflict (HHJI018)	Brian Frank	\$ 370
May 29 - 31	Dealing with Anger (HHJI002)	Sandy Dunlop	\$ 470

HHJI course numbers are provided for Malaspina registration purposes.

Campbell River

North Island College, 1685 Dogwood Street, Campbell River

Course Date	Course Name	Instructor	Fees
Oct 24 - 25	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee	\$ 525
Nov 14 - 15	Managing the Hostile Individual (CR108)	Mario Govorchin	\$ 525
Nov 16	Handling Conflict on the Telephone (CR101)	Dale Trimble	\$ 450
Feb 20 - 22	Resolving Conflict in the Workplace (CR110B)	Donna Soules	\$ 572
Mar 20 - 22	Mediation Skills Level I (CR250)	Sandy Dunlop	\$ 572
Apr 25 - 26	Criticism: How to Give & Receive It (CR206)	Deborah White	\$ 525

If you are registering through one of our partner institutions, it is important to know that registration and refund policies may differ from ours.

Please be sure to familiarize yourself with the policies of the sponsoring institution prior to registering.

Course Schedule by Location

Okanagan Valley

Okanagan University College, 583 Duncan Avenue, Penticton

Okanagan University College, 2899 - 30th Avenue, Vernon

Course Date	Course Name	Instructor	Fees
Oct 17 - 19	Resolving Conflict in the Workplace (CR110B)	Sue Yerxa	\$ 550
Nov 14 - 16	Mediation Skills Level I (CR250)	Janice Bateman	\$ 550
Feb 13 - 15	Negotiation Skills Level I (CR260)	Janice Bateman	\$ 550
Mar 14 - 15	Critical Skills for Communicating in Conflict (CR102)	Janice Bateman	\$ 450
Apr 24 - 26	Dealing with Anger (CR200)	Nym Hughes	\$ 550

On-Line Learning

Course Date	Course Name	Fees
Sep 16	Effects of Separation and Divorce on Adults (FAM103)	\$ 475
Sep 16	Multicultural Issues in Family Justice (FAM109)	\$ 275
Oct 07	Substance Abuse Issues in Family Justice (FAM108)	\$ 275
Oct 15	Effects of Separation and Divorce on Children (FAM104)	\$ 475
Oct 15	Family Violence: Impact on Separation and Divorce (CORR605)	\$ 475
Nov 04	Multicultural Issues in Family Justice (FAM109)	\$ 275
Nov 15	Effects of Separation and Divorce on Adults (FAM103)	\$ 475
Nov 25	Substance Abuse Issues in Family Justice (FAM108)	\$ 275
Dec 16	Effects of Separation and Divorce on Children (FAM104)	\$ 475
Dec 16	Family Violence: Impact on Separation and Divorce (CORR605)	\$ 475
TBA	Role of the Family Justice Counsellor (FAM101)	\$ 475
TBA	Professional Ethics and Standards of Conduct (FAM102)	\$ 275
TBA	Court Processes and Court Documents (FAM105)	\$ 475
TBA	Child Support Guidelines (FAM112)	\$ 475
2003 dates TBA	Effects of Separation and Divorce on Adults (FAM103)	\$ 475
2003 dates TBA	Effects of Separation and Divorce on Children (FAM104)	\$ 475
2003 dates TBA	Substance Abuse Issues in Family Justice (FAM108)	\$ 275
2003 dates TBA	Multicultural Issues in Family Justice (FAM109)	\$ 275
2003 dates TBA	Family Violence: Impact on Separation and Divorce (CORR605)	\$ 475

Correspondence

Course Date	Course Name	Fees
Sep 03	Introduction to Family Justice Services in BC (CORR606)	\$ 450
Oct 15	Introduction to Family Justice Services in BC (CORR606)	\$ 450
Nov 25	Introduction to Family Justice Services in BC (CORR606)	\$ 450
2003 dates TBA	Introduction to Family Justice Services in BC (CORR606)	\$ 450

Are you enrolled in a post-secondary program? You may be eligible to transfer in Centre for Conflict Resolution courses for credit. Visit www.jibc.bc.ca/ccr for more details.

Does your professional organization require continuing education credits? The Centre for Conflict Resolution's courses are recognized for continuing education credit by many organizations, including:

BC Human Resource Management Association

BC Association of Forresters

BC Arbitration and Mediation Institute

Alberta Arbitration and Mediation Society

Check with your organization's education department.



Course Schedule by Course Name

The Art & Science of Problem Solving in Conflict Resolution (CR422 - page 38)

Course Date	Instructor	Location	Fees
Jun 02 - 03	Terry Neiman	JIBC	\$ 310

The Art of Reframing (CR366 - page 44)

Course Date	Instructor	Location	Fees
Nov 07	Ron Monk	Camosun	\$ 185
Nov 25	Deborah White	JIBC	\$ 155
Feb 20	Nancy McPhee	Camosun	\$ 185
Mar 24	Deborah White	JIBC	\$ 155
Jun 19	Deborah White	JIBC	\$ 155

Asserting Yourself in Conflict Situations (CR105 - page 44)

Course Date	Instructor	Location	Fees
Sep 30 - Oct 01	Jill Schroder	YWCA	\$ 310
Sep 30 - Oct 01	Nancy McPhee	Camosun	\$ 370
Oct 24 - 25	Nancy McPhee	NIC	\$ 525
Oct 28 - 29	Gary Harper	JIBC	\$ 310
Nov 28 - 29	Jill Schroder	JIBC	\$ 310
Jan 27 - 28	Nancy McPhee	JIBC	\$ 310
Feb 11 - 12	Ron Monk	Camosun	\$ 370
Feb 17 - 18	Gary Harper	YWCA	\$ 310
Mar 13 - 14	Linda Dobson-Sayer	JIBC	\$ 310
Apr 07 - 08	Mario Govorchin	JIBC	\$ 310
May 20 - 21	Sue Yerxa	JIBC	\$ 310
May 23 - 24	Ron Monk	Malaspina Duncan	\$ 370
Jun 16 - 17	Nym Hughes	JIBC	\$ 310
Jul 08 - 09	Janice Bateman	JIBC	\$ 310
Jul 24 - 25	Nancy McPhee	Camosun	\$ 370
Aug 14 - 15	Linda Dobson-Sayer	JIBC	\$ 310

Assessments - Mediation (CR975 - page 51)

Course Date	Instructor	Location	Fees
Feb 27	Centre Assessor	JIBC	\$ 315
Feb 28	Centre Assessor	JIBC	\$ 315
Mar 06	Centre Assessor	JIBC	\$ 315
Mar 07	Centre Assessor	JIBC	\$ 315
Aug 11	Centre Assessor	JIBC	\$ 315
Aug 12	Centre Assessor	JIBC	\$ 315
Aug 25	Centre Assessor	JIBC	\$ 315
Aug 26	Centre Assessor	JIBC	\$ 315

Assessments - Negotiation (CR950 - page 47)

Course Date	Instructor	Location	Fees
Oct 09	Centre Assessor	JIBC	\$ 315
Oct 10	Centre Assessor	JIBC	\$ 315
Oct 17	Centre Assessor	JIBC	\$ 315
Oct 18	Centre Assessor	JIBC	\$ 315

Course Schedule by Course Name

Nov 21	Centre Assessor	JIBC	\$ 315
Nov 22	Centre Assessor	JIBC	\$ 315
Nov 28	Centre Assessor	JIBC	\$ 315
Nov 29	Centre Assessor	JIBC	\$ 315
Dec 05	Centre Assessor	JIBC	\$ 315
Dec 06	Centre Assessor	JIBC	\$ 315
Dec 09	Centre Assessor	Camosun	\$ 345
Feb 05	Centre Assessor	Camosun	\$ 345
Feb 13	Centre Assessor	JIBC	\$ 315
Feb 14	Centre Assessor	JIBC	\$ 315
Feb 20	Centre Assessor	JIBC	\$ 315
Feb 21	Centre Assessor	JIBC	\$ 315
Mar 20	Centre Assessor	JIBC	\$ 315
Mar 21	Centre Assessor	JIBC	\$ 315
May 28	Centre Assessor	JIBC	\$ 315
May 29	Centre Assessor	JIBC	\$ 315
May 30	Centre Assessor	JIBC	\$ 315
Jun 11	Centre Assessor	Camosun	\$ 345
Jul 28	Centre Assessor	Camosun	\$ 345
Aug 14	Centre Assessor	JIBC	\$ 315
Aug 15	Centre Assessor	JIBC	\$ 315
Aug 21	Centre Assessor	JIBC	\$ 315
Aug 22	Centre Assessor	JIBC	\$ 315

Balancing Empathy and Assertion (CR325 - page 44)

Course Date	Instructor	Location	Fees
Jun 09 - 10	Joan Balmer	JIBC	\$ 310

Building Consensus (CR516 - page 52)

Course Date	Instructor	Location	Fees
Jun 25 - 26	Arthur Ridgeway	JIBC	\$ 310

Building Constructive Connections within Institutions & Communities (PRJ201 - page 56)

Course Date	Instructor	Location	Fees
Aug 05 - 06	MaryAnne Arcand	JIBC	\$ 310

Challenges of Facilitating (CR508 - page 52)

Course Date	Instructor	Location	Fees
Oct 03 - 04	Ron Monk	JIBC	\$ 310
Nov 25 - 26	Nancy McPhee	YWCA	\$ 310
Apr 14 - 15	Ron Monk	JIBC	\$ 310
Aug 14 - 15	Nancy McPhee	JIBC	\$ 310

Child Support Guidelines (FAM112 - page 59)

Course Date	Instructor	Location	Fees
TBA	n/a	On-Line	\$ 475

Course Schedule by Course Name

Civil Procedure (CR846 - page 48)

Course Date	Instructor	Location	Fees
Nov 18 - 19	Terry Harris	JIBC	\$ 310
Apr 10 - 11	Terry Harris	YWCA	\$ 310
Aug 11 - 12	Terry Harris	JIBC	\$ 310

Coaching in Conflict: Strategies for Dispute Resolution (CR111 - page 44)

Course Date	Instructor	Location	Fees
Nov 04 - 05	Linda Dobson-Sayer	JIBC	\$ 310
May 07 - 08	Linda Dobson-Sayer	JIBC	\$ 310

Community Conferencing (PRJ204 - page 56)

Course Date	Instructor	Location	Fees
Feb 17 - 19	Jacque Stevulak	JIBC	\$ 465
May 05 - 07	Jacque Stevulak	JIBC	\$ 465

Community, Dialogue and September 11th (CR421 - page 38)

Course Date	Instructor	Location	Fees
Oct 22 - 23	Bernie Mayer & Julie Macfarlane	JIBC	\$ 395

Conflict and Diversity: Key Challenges for the New Workplace (CR837 - page 54)

Course Date	Instructor	Location	Fees
Feb 03 - 05	Charles Boehm-Hill	JIBC	\$ 465

Conflict Prevention and Resolution Through Organizational Design (CR361 - page 38)

Course Date	Instructor	Location	Fees
Jun 16 - 17	Ken Cloke & Joan Goldsmith	JIBC	\$ 395

Conflict Resolution for Cross-Cultural Teams (CR511 - page 54)

Course Date	Instructor	Location	Fees
Jan 28 - 29	Nikki de Carteret	JIBC	\$ 310

Court Processes and Court Documents (FAM105 - page 59)

Course Date	Instructor	Location	Fees
TBA	n/a	On-Line	\$ 475

Critical Skills for Communicating in Conflict (CR102 - page 39)

Course Date	Instructor	Location	Fees
Sep 16 - 17	Gary Harper	JIBC	\$ 310
Oct 07 - 08	Sue Yexa	JIBC	\$ 310
Oct 21 - 22	Duncan Stewart	Camosun	\$ 370
Nov 07 - 08	Nancy Baker	JIBC	\$ 310
Nov 21 - 22	Ed Jackson	YWCA	\$ 310
Dec 09 - 10	Jill Schroder	JIBC	\$ 310
Jan 20 - 21	Deborah White	JIBC	\$ 310

Course Schedule by Course Name

Feb 06 - 07	Mario Govorchin	JIBC	\$ 310
Feb 27 - 28	Jill Schroder	JIBC	\$ 310
Mar 03 - 04	Duncan Stewart	Camosun	\$ 370
Mar 14 - 15	Janice Bateman	OUC Vernon	\$ 450
Mar 24 - 25	Sue Yerxa	JIBC	\$ 310
Mar 28 - 29	Brian Frank	Malaspina Nanaimo	\$ 370
Apr 10 - 11	Ed Jackson	JIBC	\$ 310
Apr 28 - 29	Gary Harper	JIBC	\$ 310
May 29 - 30	Nym Hughes	YWCA	\$ 310
Jun 23 - 24	Kelly Henderson	JIBC	\$ 310
Jul 10 - 11	Terry Harris	JIBC	\$ 310
Jul 10 - 11	Brian Frank	Camosun	\$ 370
Jul 28 - 29	Sue Yerxa	JIBC	\$ 310
Aug 18 - 19	Gary Harper	YWCA	\$ 310

Criticism: How to Give and Receive It (CR206 - page 45)

Course Date	Instructor	Location	Fees
Apr 25 - 26	Deborah White	NIC	\$ 525
Sep 30 - Oct 01	Deborah White	JIBC	\$ 310
Feb 25 - 26	Deborah White	JIBC	\$ 310
Apr 01 - 02	Deborah White	Camosun	\$ 370
Jun 12 - 13	Deborah White	JIBC	\$ 310

Dealing with Anger (CR200 - page 39)

Course Date	Instructor	Location	Fees
Sep 24 - 26	Elizabeth Azmier-Stewart	JIBC	\$ 465
Oct 30 - Nov 01	Joan Balmer	YWCA	\$ 465
Nov 14 - 16	Nancy McPhee	Camosun	\$ 470
Nov 18 - 20	Stacey Holloway	JIBC	\$ 465
Dec 02 - 04	Mario Govorchin	JIBC	\$ 465
Dec 11 - 13	Nancy McPhee	JIBC	\$ 465
Jan 20 - 22	Sue Yerxa	JIBC	\$ 465
Feb 10 - 12	Joan Balmer	JIBC	\$ 465
Mar 05 - 07	Joan Balmer	JIBC	\$ 465
Mar 13 - 15	Nancy McPhee	Camosun	\$ 470
Mar 24 - 26	Mario Govorchin	YWCA	\$ 465
Apr 14 - 16	Sue Yerxa	JIBC	\$ 465
Apr 24 - 26	Nym Hughes	OUC Penticton	\$ 550
May 07 - 09	Mario Govorchin	JIBC	\$ 465
May 26 - 28	Elizabeth Azmier-Stewart	JIBC	\$ 465
May 29 - 31	Sandy Dunlop	Malaspina Nanaimo	\$ 470
Jun 18 - 20	Stacey Holloway	JIBC	\$ 465
Jun 19, 26, Jul 03, 10, 17 & 24	Nym Hughes	YWCA (evening class)	\$ 465
Jul 07 - 09	Mario Govorchin	JIBC	\$ 465
Jul 16 - 18	Sue Yerxa	Camosun	\$ 470
Jul 22 - 24	Sandy Dunlop	JIBC	\$ 465
Aug 26 - 28	Joan Balmer	JIBC	\$ 465

Course Schedule by Course Name

Dealing with Defensiveness in Conflict (CR319 - page 40)

Course Date	Instructor	Location	Fees
Oct 30 - Nov 01	Donna Soules	JIBC	\$ 465
Nov 18 - 20	Donna Soules	Camosun	\$ 470
Apr 22 - 24	Donna Soules	Camosun	\$ 470
Jun 11 - 13	Donna Soules	JIBC	\$ 465

Dealing with Interpersonal Conflict (CR110A - page 40)

Course Date	Instructor	Location	Fees
Sep 18 - 20	Joan Balmer	JIBC	\$ 465
Oct 01 - 03	Jim Toogood	JIBC	\$ 465
Oct 10, 17, 24, 31, Nov 07 & 14	Terry Harris	YWCA (evening class)	\$ 465
Oct 17 - 19	Brian Frank	Camosun	\$ 470
Oct 24 - 26	Kelly Henderson	JIBC	\$ 465
Nov 05 - 07	Jill Schroder	JIBC	\$ 465
Nov 21 - 23	Nancy Baker	Malaspina Nanaimo	\$ 470
Nov 25 - 27	Nym Hughes	JIBC	\$ 465
Dec 09 - 11	Sue Yerxa	JIBC	\$ 465
Jan 22 - 24	Linda Dobson-Sayer	JIBC	\$ 465
Feb 12 - 14	Ed Jackson	JIBC	\$ 465
Mar 03 - 05	Nancy McPhee	JIBC	\$ 465
Mar 27 - 29	Nancy Baker	Camosun	\$ 470
Apr 09 - 11	Kelly Henderson	JIBC	\$ 465
Apr 24 - 26	Jim Toogood	JIBC	\$ 465
May 01 - 03	Duncan Stewart	Camosun	\$ 470
May 13 - 15	Jill Schroder	JIBC	\$ 465
May 27 - 29	Joan Balmer	JIBC	\$ 465
Jun 11 - 13	Ed Jackson	YWCA	\$ 465
Jun 14 - 16	Jim Toogood	JIBC	\$ 465
Aug 05 - 07	Deborah White	JIBC	\$ 465
Aug 20 - 22	Terry Harris	JIBC	\$ 465

Designing & Implementing PRJ Processes in Schools (PRJ212 - page 56)

Course Date	Instructor	Location	Fees
Aug 25 - 26	Nancy Hinds & Terry Waterhouse	JIBC	\$ 310

Dynamics of Power (CR320 - page 40)

Course Date	Instructor	Location	Fees
Dec 09 - 11	Joan Balmer	JIBC	\$ 465
May 01 - 03	Joan Balmer	JIBC	\$ 465

Effects of Separation and Divorce on Adults (FAM103 - page 59)

Course Date	Instructor	Location	Fees
Sep 16	n/a	On-Line	\$ 475
Nov 15	n/a	On-Line	\$ 475
2003 dates TBA	n/a	On-Line	\$ 475

Course Schedule by Course Name

Effects of Separation and Divorce on Children (FAM104 - page 59)

Course Date	Instructor	Location	Fees
Oct 15	n/a	On-Line	\$ 475
Dec 16	n/a	On-Line	\$ 475
2003 dates TBA	n/a	On-Line	\$ 475

The Effects of Victimization (PRJ103 - page 57)

Course Date	Instructor	Location	Fees
Nov 27 - 28	Joe Solanto	JIBC	\$ 310
Apr 28 - 29	Joe Solanto	JIBC	\$ 310
Jun 23 - 24	Joe Solanto	JIBC	\$ 310

Establishing a Community Justice Program: A Restorative Approach (PRJ104 - page 57)

Course Date	Instructor	Location	Fees
Apr 16	Jacquie Stevulak	JIBC	\$ 155
Jul 10	Jacquie Stevulak	JIBC	\$ 155

Ethical Dilemmas for Mediators (CR326 - page 48)

Course Date	Instructor	Location	Fees
Mar 26	Lee Turnbull	JIBC	\$ 155

Facilitating Multi-Party Disputes (CR520 - page 52)

Course Date	Instructor	Location	Fees
Jul 07 - 09	Sally Campbell	JIBC	\$ 465

Family Mediation Certification Preparation Workshop (FAM111 - page 60)

Course Date	Instructor	Location	Fees
Nov 12 - 13	TBA	JIBC	\$ 380
2003 dates TBA	TBA	JIBC	\$ 380

Family Violence: Impact on Separation and Divorce (CORR605 - page 60)

Course Date	Instructor	Location	Fees
Oct 15	n/a	On-Line	\$ 475
Dec 16	n/a	On-Line	\$ 475
2003 dates TBA	n/a	On-Line	\$ 475

Foundations of Peacemaking & Restorative Justice (PRJ100 - page 57)

Course Date	Instructor	Location	Fees
Oct 07 - 09	Nancy Hinds & Mark Wedge	JIBC	\$ 465
Mar 10 - 12	Terry Waterhouse & Phil Gatensb	JIBC	\$ 465
Jun 11 - 13	Sue Yerxa & Mark Wedge	JIBC	\$ 465

Group Dynamics (CR504 - page 53)

Course Date	Instructor	Location	Fees
Oct 07 - 08	Joan Balmer	JIBC	\$ 310
Mar 17 - 18	Joan Balmer	JIBC	\$ 310

Course Schedule by Course Name

Apr 15 - 16	Elizabeth Azmier-Stewart	Camosun	\$ 370
Jun 05 - 06	Joan Balmer	JIBC	\$ 310

Handling Conflict on the Telephone (CR101 - page 41)

Course Date	Instructor	Location	Fees
Nov 16	Dale Trimble	NIC	\$ 450
Dec 02	Dale Trimble	JIBC	\$ 155
Feb 24	Dale Trimble	JIBC	\$ 155
Jun 04	Dale Trimble	Camosun	\$ 185
Jun 09	Dale Trimble	YWCA	\$ 155

Intercultural Communication: Bridging the Divide in Conflict Situations (CR552 - page 54)

Course Date	Instructor	Location	Fees
Nov 27 - 28	Ed Eduljee	JIBC	\$ 310

Introduction to Family Justice Services in BC (CORR606 - page 60)

Course Date	Instructor	Location	Fees
Sep 03	n/a	Correspondence	\$ 450
Oct 15	n/a	Correspondence	\$ 450
Nov 25	n/a	Correspondence	\$ 450
2003 dates TBA	n/a	Correspondence	\$ 450

Managing the Conflict Within (CR423 - page 41)

Course Date	Instructor	Location	Fees
Jan 23 - 24	Joan Balmer & Nikki de Carveret	JIBC	\$ 310

Managing the Hostile Individual (CR108 - page 41)

Course Date	Instructor	Location	Fees
Nov 07 - 08	Mario Govorchin	JIBC	\$ 310
Nov 14 - 15	Mario Govorchin	NIC	\$ 525
Mar 03 - 04	Mario Govorchin	YWCA	\$ 310
Mar 19 - 20	Mario Govorchin	Camosun	\$ 370
Aug 14 - 15	Mario Govorchin	JIBC	\$ 310

Mediating Consciously: Being Real & Becoming Aware (CR858 - page 49)

Course Date	Instructor	Location	Fees
Apr 29 - 30	Michael Fogel	JIBC	\$ 310

Mediating Court-Based & Non-Relationship Cases (CR460 - page 50)

Course Date	Instructor	Location	Fees
May 05 - 06	Jim Toogood	JIBC	\$ 310

Mediation Skills Level I (CR250 - page 48)

Course Date	Instructor	Location	Fees
Sep 17 - 19	Donna Soules	JIBC	\$ 465
Oct 08 - 10	Linda Dobson-Sayer	JIBC	\$ 465
Nov 05 - 07	Deborah White	JIBC	\$ 465

Course Schedule by Course Name

Nov 14 - 16	Janice Bateman	OUC Vernon	\$ 550
Nov 18 - 20	Ron Monk	YWCA	\$ 465
Nov 28 - 30	Linda Dobson-Sayer	Camosun	\$ 470
Dec 04 - 06	Kelly Henderson	JIBC	\$ 465
Feb 04 - 06	Jill Schroder	JIBC	\$ 465
Mar 04 - 06	Deborah White	JIBC	\$ 465
Mar 20 - 22	Sandy Dunlop	NIC	\$ 572
Mar 26 - 28	Jim Toogood	JIBC	\$ 465
Apr 07 - 09	Terry Harris	YWCA	\$ 465
Apr 23 - 25	Linda Dobson-Sayer	JIBC	\$ 465
May 12 - 14	Deborah White	JIBC	\$ 465
May 12 - 14	Brian Frank	Camosun	\$ 470
Jun 09 - 11	Sandy Dunlop	JIBC	\$ 465
Jul 02 - 04	Janice Bateman	JIBC	\$ 465
Aug 06 - 08	Ed Jackson	JIBC	\$ 465
Aug 25 - 27	Gary Harper	YWCA	\$ 465

Mediation Skills Level II (CR400 - page 48)

Course Date	Instructor	Location	Fees
Oct 21 - 25	Ron Monk	JIBC	\$ 715
Dec 02 - 06	Deborah White	JIBC	\$ 715
Dec 10 - 14	Elizabeth Azmier-Stewart	Camosun	\$ 725
Mar 10 - 14	Elizabeth Azmier-Stewart	JIBC	\$ 715
Apr 28 - May 02	Donna Soules	JIBC	\$ 715
Jun 02 - 06	Deborah White	JIBC	\$ 715
Jul 14 - 18	Stacey Holloway	JIBC	\$ 715
Aug 18 - 22	Donna Soules	JIBC	\$ 715

Mediation Skills Level III (CR829 - page 49)

Course Date	Instructor	Location	Fees
Apr 02 - 03	Michael Fogel	JIBC	\$ 310

Multicultural Issues in Family Justice (FAM109 - page 61)

Course Date	Instructor	Location	Fees
Sep 16	n/a	On-Line	\$ 275
Nov 04	n/a	On-Line	\$ 275
2003 dates TBA	n/a	On-Line	\$ 275

Negotiating with Difficult People: Making It Hard to Say No (CR362 - page 46)

Course Date	Instructor	Location	Fees
Oct 17 - 18	Arthur Ridgeway	JIBC	\$ 310
Apr 24 - 25	Arthur Ridgeway	JIBC	\$ 310
Jun 20 - 21	Arthur Ridgeway	Camosun	\$ 370

Negotiating within a Labour Context (CR501 - page 46)

Course Date	Instructor	Location	Fees
Apr 07 - 08	Deborah White/Larry Gregg	JIBC	\$ 310

Course Schedule by Course Name

Negotiation Skills Level I (CR260 - page 46)

Course Date	Instructor	Location	Fees
Sep 25 - 27	Kelly Henderson	JIBC	\$ 465
Oct 07 - 09	Ron Monk	Camosun	\$ 470
Oct 16 - 18	Dale Zaiser	JIBC	\$ 465
Oct 29 - 31	Ed Jackson	JIBC	\$ 465
Nov 12 - 14	Jim Toogood	JIBC	\$ 465
Nov 27 - 29	Stacey Holloway	JIBC	\$ 465
Dec 10 - 12	Terry Harris	JIBC	\$ 465
Jan 29 - 31	Dale Zaiser	JIBC	\$ 465
Feb 06 - 08	Duncan Stewart	Camosun	\$ 470
Feb 13 - 15	Janice Bateman	OUC Penticton	\$ 550
Feb 19 - 21	Jim Toogood	YWCA	\$ 465
Mar 10 - 12	Deborah White	JIBC	\$ 465
Apr 01 - 03	Dale Zaiser	JIBC	\$ 465
Apr 22 - 24	Jill Schroder	JIBC	\$ 465
May 01, 08, 15, 22, 29 & Jun 05	Nym Hughes	YWCA (evening 1 hr)	\$ 465
May 13 - 15	Gary Harper	JIBC	\$ 465
May 26 - 28	Jill Schroder	YWCA	\$ 465
May 29 - 31	Linda Dobson-Sayer	Camosun	\$ 470
Jun 03 - 05	Linda Dobson-Sayer	JIBC	\$ 465
Jun 18 - 20	Dale Zaiser	UCFV	\$ 470
Jun 23 - 25	Jim Toogood	JIBC	\$ 465
Jul 16 - 18	Nancy McPhee	JIBC	\$ 465
Jul 29 - 31	Gary Harper	JIBC	\$ 465
Aug 19 - 21	Dale Zaiser	JIBC	\$ 465

Negotiation Skills Level II (CR360 - page 46)

Course Date	Instructor	Location	Fees
Nov 18 - 22	Dale Zaiser	JIBC	\$ 715
Dec 09 - 13	Mario Govorchin	JIBC	\$ 715
Mar 17 - 21	Ron Monk	JIBC	\$ 715
May 26 - 30	Dale Zaiser	JIBC	\$ 715
Jun 16 - 20	Nancy McPhee	JIBC	\$ 715
Jun 23 - 27	Ron Monk	Camosun	\$ 725
Jul 21 - 25	Deborah White	JIBC	\$ 715
Aug 21 - 27	Mario Govorchin	JIBC	\$ 715

Once Upon a Conflict: Story & Metaphor in Conflict Resolution (CR413 - page 42)

Course Date	Instructor	Location	Fees
Mar 07	Gary Harper	JIBC	\$ 155

Parent/Teen Mediation (CR419 - page 61)

Course Date	Instructor	Location	Fees
Feb 14 - 16	Sandy Dunlop	JIBC	\$ 465

Course Schedule by Course Name

Parent/Teen Mediation Practice (CR420 - page 61)

Course Date	Instructor	Location	Fees
Mar to Jul	Rick Singer	JIBC	\$ 500

Peacemaking Circles: A Process for Building Consensus & Relationships (PRJ205 - page 58)

Course Date	Instructor	Location	Fees
Jul 22 - 24	Rose Rowlands & Mark Wedge	JIBC	\$ 465

The Practice of Mediation (CR557 - page 50)

Course Date	Instructor	Location	Fees
Mar 25	Lee Turnbull	JIBC	\$ 205

Professional Ethics and Standards of Conduct (FAM102 - page 62)

Course Date	Instructor	Location	Fees
TBA	n/a	On-Line	\$ 275

Program and Career Information Sessions (page 37/88)

Course Date	Instructor	Location	Fees
Sep 25	Centre Staff	Camosun	\$ -
Oct 23	Centre Staff	JIBC	\$ -
Nov 27	Centre Staff	JIBC	\$ -
Jan 22	Centre Staff	Camosun	\$ -
Feb 19	Centre Staff	JIBC	\$ -
Apr 30	Centre Staff	JIBC	\$ -
Jun 25	Centre Staff	JIBC	\$ -

Questions and Questioning (CR318 - page 45)

Course Date	Instructor	Location	Fees
Nov 27	Gordon Sloan	JIBC	\$ 155

Reality Check - Mediation (CR920 - page 51)

Course Date	Instructor	Location	Fees
Jan 30	Centre Assessor	JIBC	\$ 215
Jan 31	Centre Assessor	JIBC	\$ 215
Feb 03	Centre Assessor	JIBC	\$ 215
Feb 04	Centre Assessor	JIBC	\$ 215
Jul 10	Centre Assessor	JIBC	\$ 215
Jul 11	Centre Assessor	JIBC	\$ 215
Jul 24	Centre Assessor	JIBC	\$ 215
Jul 25	Centre Assessor	JIBC	\$ 215

Reality Check - Negotiation (CR910 - page 47)

Course Date	Instructor	Location	Fees
Sep 16	Centre Assessor	JIBC	\$ 215
Sep 23	Centre Assessor	JIBC	\$ 215
Oct 28	Centre Assessor	JIBC	\$ 215
Nov 04	Centre Assessor	JIBC	\$ 215

Course Schedule by Course Name

Nov 06	Centre Assessor	Camosun	\$ 250
Nov 08	Centre Assessor	JIBC	\$ 215
Nov 15	Centre Assessor	JIBC	\$ 215
Jan 16	Centre Assessor	Camosun	\$ 250
Jan 20	Centre Assessor	JIBC	\$ 215
Jan 27	Centre Assessor	JIBC	\$ 215
Feb 17	Centre Assessor	JIBC	\$ 215
Mar 17	Centre Assessor	JIBC	\$ 215
Mar 18	Centre Assessor	JIBC	\$ 215
Apr 28	Centre Assessor	JIBC	\$ 215
May 05	Centre Assessor	JIBC	\$ 215
May 21	Centre Assessor	Camosun	\$ 250
Jul 07	Centre Assessor	Camosun	\$ 250
Jul 14	Centre Assessor	JIBC	\$ 215
Jul 15	Centre Assessor	JIBC	\$ 215
Jul 21	Centre Assessor	JIBC	\$ 215
Jul 22	Centre Assessor	JIBC	\$ 215

Reconciling Differences (CR834 - page 42)

Course Date	Instructor	Location	Fees
Nov 14 - 15	Arthur Ridgeway	JIBC	\$ 340

Resolving Conflict in the Workplace (CR110B - page 42)

Course Date	Instructor	Location	Fees
Sep 23 - 25	Ed Jackson	JIBC	\$ 465
Sep 26 - 28	Duncan Stewart	Camosun	\$ 470
Oct 02 - 04	Jill Schroder	YWCA	\$ 465
Oct 17 - 19	Sue Yeixa	OUC Penticton	\$ 550
Oct 22 - 24	Janice Bateman	JIBC	\$ 465
Nov 04 - 06	Nancy McPhee	JIBC	\$ 465
Nov 20 - 22	Sandy Dunlop	JIBC	\$ 465
Dec 03 - 05	Joan Balmer	JIBC	\$ 465
Dec 05 - 07	Donna Soules	Malaspina Duncan	\$ 470
Jan 15 - 17	Terry Harris	JIBC	\$ 465
Jan 27 - 29	Ron Monk	Camosun	\$ 470
Feb 03 - 05	Brian Frank	JIBC	\$ 465
Feb 06, 13, 20, 27, Mar 06 & 13	Nym Hughes	YWCA (evening class)	\$ 465
Feb 18 - 20	Ron Monk	JIBC	\$ 465
Feb 26 - 28	Donna Soules	NIC	\$ 572
Mar 05 - 07	Linda Dobson-Sayer	YWCA	\$ 465
Mar 19 - 21	Kelly Henderson	JIBC	\$ 465
Apr 02 - 04	Sue Yeixa	UCFV	\$ 470
Apr 03 - 05	Nym Hughes	JIBC	\$ 465
Apr 10 - 12	Brian Frank	Camosun	\$ 470
Apr 14 - 16	Joan Balmer	JIBC	\$ 465
May 05 - 07	Deborah White	JIBC	\$ 465
May 22 - 24	Joan Balmer	JIBC	\$ 465
Jun 16 - 18	Gary Harper	JIBC	\$ 465

Course Schedule by Course Name

Jul 02 - 04	Mario Govorchin	JIBC	\$ 465
Jul 23 - 25	Ed Jackson	JIBC	\$ 465
Aug 11 - 13	Jim Toogood	JIBC	\$ 465
Aug 26 - 28	Nancy McPhee	JIBC	\$ 465

Role of the Family Justice Counsellor (FAM101 - page 62)

Course Date	Instructor	Location	Fees
TBA	n/a	On-Line	\$ 475

Separate Meetings: Pre-Mediation and Caucusing (CR415 - page 50)

Course Date	Instructor	Location	Fees
Jan 21 - 22	Michael Fogel	JIBC	\$ 310

Shifting from Positions to Interests (CR302 - page 45)

Course Date	Instructor	Location	Fees
Oct 15 - 16	Arthur Ridgeway	JIBC	\$ 310
Nov 01 - 02	Arthur Ridgeway	Camosun	\$ 370
Nov 12 - 13	Arthur Ridgeway	JIBC	\$ 310
Feb 10 - 11	Arthur Ridgeway	JIBC	\$ 310
Apr 22 - 23	Arthur Ridgeway	JIBC	\$ 310
Jun 23 - 24	Arthur Ridgeway	JIBC	\$ 310

Substance Abuse Issues in Family Justice (FAM108 - page 62)

Course Date	Instructor	Location	Fees
Oct 07	n/a	On-Line	\$ 275
Nov 25	n/a	On-Line	\$ 275
2003 dates TBA	n/a	On-Line	\$ 275

Unfinished Business (CR316 - page 43)

Course Date	Instructor	Location	Fees
Feb 12 - 13	Arthur Ridgeway	JIBC	\$ 310
Feb 28 - Mar 01	Arthur Ridgeway	Camosun	\$ 370

Use It or Lose It (CR930 - page 43)

Course Date	Instructor	Location	Fees
Dec 02	Coach	JIBC	\$ 155
Mar 24	Coach	JIBC	\$ 155
May 20	Coach	JIBC	\$ 155
Jul 11	Coach	JIBC	\$ 155

Victim Offender Mediation (PRJ202 - page 58)

Course Date	Instructor	Location	Fees
May 20 - 23	Eric Stutzman	JIBC	\$ 575

The Wisdom of Meditation (CR109 - page 43)

Course Date	Instructor	Location	Fees
Apr 22	Dale Trimble	JIBC	\$ 155

CAREER OPTIONS IN DISPUTE RESOLUTION

For people seeking employment, the Certificate in Conflict Resolution can be a significant asset on a resume in combination with other education and experience. The vast majority of people taking Centre for Conflict Resolution courses do not plan on working in the Alternate Dispute Resolution (ADR) field. They are often already employed and are acquiring new skills and concepts in order to enhance their effectiveness in their current career.

People who want to make their living in the field of dispute resolution should know:

- Most people who work in the dispute resolution field are in private practice as mediators, facilitators and trainers.
- While there is currently no legislation in B.C. governing who can or cannot call themselves a mediator, there are voluntary professional certifications available through mediator membership organizations.
- There are requirements of training and experience for applying to the B.C. Mediator Roster (details on page 91).
- It is still very unusual for a person to make their living exclusively through private practice mediation. Many private practice mediators combine a mediation practice with other forms of practice or another job.
- Making a living as a private practice mediator requires building up a client base over time, usually based on word-of-mouth reputation. Mediators, like any self-employed business person, have to be creative and persistent in marketing their services.
- Trained but inexperienced mediators can acquire hands-on supervised practice through the Court Mediation Practicum Society (details on the Society are included in this section).
- Most people working in Peacemaking and Restorative Justice are already employed in the education and justice fields.
- Most Peacemaking and Restorative Justice community programs are staffed primarily by volunteers.

For more information on working in the alternate dispute resolution field, check the ConRes Web Resources link at our web site at www.jibc.bc.ca/ccr.

PROGRAM & CAREER INFORMATION SESSIONS

You can learn more about the accreditation and career options available in the dispute resolution field by attending one of our program and career information sessions. The sessions are free, and are scheduled as follows:

JIBC Campus, New Westminster (no pre-registration required)

- October 23, 2002, 7-9 PM, Room C226
- November 27, 2002, 12-2 PM, Room C207
- February 19, 2003, 12-2 PM, Room C202
- April 30, 2003, 7-9 PM, Room C200
- June 25, 2003, 12-2 PM, Room C200

Camosun College, Victoria (pre-register for course BSJI990V by calling 250-370-3841)

- September 25, 2002, 7-9 PM, Camosun, Victoria
- January 22, 2003, 7-9 PM, Camosun, Victoria

MEDIATOR ACCREDITATION

Two practitioner organizations offer an accreditation process for mediators. Accreditation requires a certain number of hours of training and practical experience and the successful completion of a skills-based assessment. For further information about mediator accreditation, please contact these organizations directly:

- B.C. Arbitration and Mediation Institute
604-736-6614 or 1-877-332-2264
For JI courses that qualify towards the C. Med. (chartered mediator) status granted by the Arbitration and Mediation Institute of Canada, check the AMIC web site: www.amic.org
- Family Mediation Canada
519-836-7750 Web site: www.fmc.ca, email: fmc@fmc.ca

B.C. MEDIATOR ROSTER (CIVIL & FAMILY)

The B.C. Mediator Roster Society manages a list of civil and family mediators who have met minimum training and experience criteria, and who have subscribed to defined Standards of Conduct. The list, which consists of the Civil Roster and the Family Roster, is available to lawyers, judges, government agencies, and to any other organization or member of the public who wishes to resolve disputes using mediation.

Mediators who wish to be placed on the Civil Roster or the Family Roster are required to meet the Society's admission criteria. These include training and experience requirements, references, liability insurance and adherence to the Society's Standards of Conduct. The training requirements are as follows:

1. (a) For the Civil Roster: 80 hours of core education in conflict resolution and mediation theory and skills, provided that 40 of those hours are focused on mediation and include 10 hours of simulated or role-play mediation under direct supervision.

(b) For the Family Roster: (i) Certification by Family Mediation Canada; OR (ii) 80 hours of core education in conflict resolution and mediation theory and skills, provided that 40 of those hours are focused on mediation and include 10 hours of simulated or role-play mediation under direct supervision, and 24 hours are focused on issues specifically relating to family dynamics in separation and divorce including power imbalances and abuse.
2. For both Civil and Family Rosters: For non-lawyers, a minimum 2 days (14 hours) of instruction in civil procedure. This is in addition to the other training requirements.
3. For both Civil and Family Rosters: 20 hours per year of ongoing professional development or continuing education related to the field of dispute resolution.

The British Columbia Roster Society has accepted applicants who have taken courses offered by The Centre for Conflict Resolution.

A list of these courses and additional requirements for admission are available at: <http://www.mediator-roster.bc.ca/becoming.html>

British Columbia Mediator Roster Society
P.O. Box 9280 Stn. Prov. Govt.
Victoria, B.C. V8W 9J7

Telephone: 1-888-713-0433
Fax: (250) 387-1189
E-mail: mediators@mediator-roster.bc.ca
Website: www.mediator-roster.bc.ca

COURT MEDIATION PRACTICUM PROGRAM

The Court Mediation Practicum Program has been designed to provide an opportunity for trained but inexperienced mediators to practice mediation skills in a high quality practicum environment.

Participants in the program take part in 10 Small Claims Court mediations of approximately 2 hours each. Practicum mediations are scheduled in the Robson Square, Surrey and Nanaimo registries. These mediations are supervised by mentors who assist the mediators to prepare for and conduct each mediation and provide constructive feedback following each mediation.

Anyone who has received a minimum of 5 full days of interest-based mediation training, including at least 10 hours of role-playing experience, may apply to participate in the program. If you have questions regarding your training qualifications, please contact the program for further information.

Classes of between 12 and 16 mediators begin periodically throughout the year in accordance with demand for mediation services. Whenever a new class is ready to be filled, qualified applicants on the waiting list will be contacted in order of application date and offered a position in the class.

Completion of the practicum depends upon mediator availability, volume of cases referred to the program and cancellations of mediations by parties. The average completion time is 3 to 5 months.

The fee for the Practicum is \$2,140 (\$2000 plus GST). The fee is payable on acceptance to the Program.

To apply for the practicum, or for further information, please contact:

Court Mediation Practicum Program
177-800 Hornby Street, Vancouver, BC V6Z 2C5
Phone: 604-684-1300 or 1-877-656-1300
Fax: 604-684-1306, email: info@courtmediation.com

COURT MEDIATION PRACTICUM PROGRAM - ABORIGINAL BURSARY

In order to improve the accessibility of the Court Mediation Practicum Program to aboriginal mediators and dispute resolution practitioners, the Law Foundation of British Columbia has provided funding for four bursaries. For more information, eligibility criteria and the application package visit us on-line at www.jibc.bc.ca/ccr or e-mail the Court Mediation Practicum Program at info@courtmediation.com

PRIOR LEARNING ASSESSMENT AND RECOGNITION

Prior Learning Assessment and Recognition (PLAR) is a process for granting credit in a post-secondary program based on what you know and can do, no matter where or how you gained your knowledge and skills. The PLAR process is an active partnership between the JI and the student, and involves documenting your learning so we can assess it for credit. The maximum amount of credit that can be awarded through PLAR is 50% of our Certificate hours, regardless of specialization.

I already took some courses. Can I get credit for them?

You may be entitled to receive credit for anything we teach at the Centre for Conflict Resolution based on similar training that you took somewhere else. These might be other College or University courses, or workshops through your workplace or a community organization. To receive credit for comparable training the course or workshop you took needs to be quite similar to one or more of our courses.

I haven't taken any courses but I have been using these skills for years. Can I get credit?

Provided that you are able to demonstrate to us that your knowledge and skills gained through work and life experience are comparable to what you would learn in one or more of our courses, you may be entitled to receive credit.

How much does it cost?

A processing fee is charged on each PLAR application. The fee is based on the work involved in assessing the candidate and is not based on credit awarded. The fee is non-refundable and must be submitted with your PLAR application. The maximum fee is \$250, and most applications are assessed between \$25 and \$150.

How long does the process take?

Each situation is unique and time the required to complete the process can vary between a few days or a few weeks.

I'm interested in applying. What should I do?

Contact us at 604-528-5608 or e-mail: conresplar@jibc.bc.ca and ask for our PLAR Application Package or find it on our web site: www.jibc.bc.ca/ccr. We can also make the PLAR process available in a range of formats such as large print, oral interview and sign language interpretation. Let us know what meets your needs.

TRANSFER CREDIT

The Centre for Conflict Resolution is actively involved in pursuing transfer credit agreements with other post-secondary institutions. As this calendar went to press, Centre for Conflict Resolution courses qualified for transfer credit at University College of the Fraser Valley, Athabasca University, University of Victoria, Douglas College, Malsapina College and Camosun College School of Business. Complete details are available by request or on our website.

Additional transfer credit agreements are under negotiation. For more information on transfer credit, including the current list of participating schools and programs, please consult our website, or call 604-528-5608.

JUSTICE INSTITUTE MAIN CAMPUS

McBride and 8th Avenue, New Westminster

Parking: Parking at the JI campus is free of charge. Overflow parking is available next door at the Canada Games Pool.

Telephones: Pay phones are available on campus. In consideration of other participants, cellular telephones and pagers must be turned off while class is in session.

Food on campus: Cafeteria hours of operation are from 7:00 AM to 4:00 PM Monday through Friday. During July and August, the cafeteria closes at 3:00 PM. Vending machines are located in the atrium. Cash and Interac are accepted for cafeteria purchases - cash only at the vending machines. Food is not permitted in the classrooms.



ATM: An automated teller is located in the main lobby. This machine is operated by a private company that charges fees for use.

Student Message/Bulletin Board: A general student message/bulletin board is located on the ground floor leading to the cafeteria. For information about the conflict resolution field and to sign up for practice groups, see the Centre for Conflict Resolution bulletin board on the second floor near room C200. The Justice Institute remains open weekday evenings until 9:00 pm and most Saturdays excluding July and August, and the cafeteria and common areas are available for students who wish to organize practice groups to meet on campus.

Students with Disabilities: The Justice Institute has received funds from the Ministry of Advanced Education to provide classroom support for students with disabilities attending courses at the Institute. For more information on the services available please call 604-528-5588 or TDD/TTY at 604-528-5655.

Note: Facilities available at other locations vary. When registering for a course at one of our partner locations, please check to see what options are available on-site.

TIME AND LOCATION OF CLASSES

Courses at the Justice Institute main campus are normally held between the hours of 9:00 AM and 5:00 PM. Check the video monitor by the main reception desk for your classroom number. Downtown Vancouver (YWCA) courses are held on the 4th floor from 9:00 AM to 5:00 PM for daytime classes and 6:00 PM to 9:30 PM for evening classes. For courses held at other locations, please check the course times and room locations when you register.

PRACTICE GROUPS

Some students find it beneficial to form practice groups outside of class time. These groups allow students to further develop their skills, and obtain feedback from others who have received the same training. The Centre encourages these groups, however is unable to facilitate the formation of groups because of the confidential nature of student records. Students are invited to use the Centre's bulletin board on the second floor near room C200 to post notices regarding practice groups.

INSTRUCTOR SUBSTITUTIONS

Our course schedule includes the name of the instructor we have booked for each course. Occasionally, a substitution is required. Registered students are given advance notice of instructor substitutions on a best efforts basis, using the contact information available on our student records system. We regret that we are unable to reimburse students for any costs associated with their decision to drop a course as a result of an instructor substitution. Students can transfer to another scheduled course without penalty, provided space is available.

COURSE CANCELLATIONS

A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. In every case, as much advance notice as possible will be provided. The Institute is not responsible for participants' expenses (e.g., airline or hotel reservations) if a course must be cancelled. The Institute reserves the right to cancel courses. We truly regret any inconvenience this may cause.

VIDEOTAPES

Students are encouraged to bring a VHS videotape to record their skills practice role-play sessions in required courses. Blank videocassettes can be purchased at the JI Store.

ATTENDANCE REQUIREMENTS

In order to use a course for credit toward any certificate or specialization, a status of 'credit granted' is required. Our course credits are based on full attendance, participation and role-play completion, as follows:

- 1 or 2 Day Course: You must attend the full course to receive credit.
- 3, 4 or 5 Day Course: Students who miss more than 7 hours of classroom time must repeat the entire course at their own expense. Students who miss less than 7 hours of classroom time will receive a status of 'no credit granted' for the course on their student record. This status can be updated to 'credit granted' by attending a Use It or Lose It Clinic.

All Courses: If the course involves a coached skills-practice role-play, you must

complete your role-play, or you will receive a status of 'no credit granted' for the course on your student record. This status can be updated to 'credit granted' by attending a Use It or Lose It Clinic.

STUDENT CODE OF CONDUCT

Participants in courses offered or sponsored by the Justice Institute of BC are required to abide by the Institute's Student Code of Conduct. Refer to the JI website for more information.

HARASSMENT AND DISCRIMINATION

The Justice Institute is committed to a learning and working environment free from harassment and discrimination. Our policy states:

The Justice Institute of BC and the British Columbia Government and Service Employees Union (BCGEU) are committed to providing a learning and working environment where the individual differences of all employees and students are valued and respected. All members of the Justice Institute community are entitled to be treated fairly and with dignity, free from harassment or discrimination.

The Justice Institute of BC and the BCGEU do not condone and will not tolerate any discrimination or harassing behaviour which undermines the dignity, self-esteem and productivity of any employee or student.

If you want more information about the JI's anti-harassment and anti-discrimination policy, or if you want to talk about something that is concerning you, please contact Carrie Gallant, Director, Centre for Conflict Resolution, 604-528-5613 or cgallant@jibc.bc.ca

TRANSCRIPTS

A transcript and certificate will be mailed to graduates. The cost of additional documents is \$5 per copy.

TAX DEDUCTION

You may deduct tuition fees from your taxable income if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February for all prior year courses.

COURSE FEES - REFUNDS

JI course registration fees are refundable provided we receive notification of cancellation one week (7 days) prior to the course date. Refunds are subject to an administrative charge of \$25.00.

Note: Refund policies differ. If you register with one of our partner institutions, please familiarize yourself with the policy of the sponsoring institution.

TRANSFERS

The JI Registration office must receive notification regarding transfer from one course to another one week (7 days) prior to the date of the course you are transferring from. Transfers are subject to an administrative charge of \$25.00.

NEGOTIATION/MEDIATION ASSESSMENTS

Students will be permitted to register for these assessments only upon successful completion of the relevant Level II course. If you wish to cancel or reschedule your assessment, you will be charged a cancellation/transfer fee of 50% of the regular fee.

PARTICIPANT SUBSTITUTIONS

Substitutions are welcome as long as the substituting participant has completed the course prerequisites. The substituting participant must obtain a substitution form from the Registration Office.

NSF CHEQUES

A fee of \$15 applies to all cheques returned "not sufficient funds."

ADDRESS OR NAME CHANGE

Please inform us of any change to your name or address so that we can update our records and stay in touch with you.

SUGGESTIONS AND COMPLAINTS

If you have suggestions on how we could improve our course and program, please let us know. We appreciate your input! Call 604-528-5608 or 1-888-799-0801, or email conres@jibc.bc.ca



REGISTRATION

For courses offered at the JI Main Campus and our Downtown Vancouver location:

In person:	JI Main Campus, Registration office, Main Floor Office hours: 8:00 AM to 4:30 PM, Monday to Friday
By phone:	604-528-5590
By fax:	604-528-5653
TDD/TTY:	604-528-5655 8:30 AM - 4:00 PM, Monday to Friday
On-Line:	www.jibc.bc.ca - available in 2003

To register by fax or mail, use a photocopier to expand the form on page 99, or download the form from our website. When registering by telephone, please review the form on page 99 first, and have this information handy.

For courses offered at other locations, please contact the college directly. Contact numbers for these colleges are included in the course schedule on page 64.

REGISTER EARLY

Many courses fill quickly, so register early to avoid disappointment. Registrations are accepted on a first-come, first-serve basis. Registration cannot be completed until we receive full payment for the course(s). Post-dated cheques will not be accepted.

CONFIRMATION OF REGISTRATION

Confirmation of registration is sent to students by mail. We are unable to confirm registration by fax. If you have questions regarding your confirmation, please contact a registration representative by telephone at 604-528-5590.

STUDENT PERSONAL EDUCATION NUMBER

The Ministry of Education has extended their student number system, called the Personal Education Number (PEN), into the post-secondary system. Each institution will be able to issue PEN numbers to students who do not already have an assigned number. In order to issue the number, we must collect information on gender and level of education. This information is collected under the authority of the Freedom of Information and Protection of Privacy Act, and is needed to process each student's registration.




 JUSTICE
INSTITUTE
OF B.C.

(Fields marked with an asterisk * are mandatory for government reporting purposes. Information is protected under privacy legislation.)

The following is my: ☐ Work address ☐ Home address.

Many JI courses have prerequisites. Please read our course descriptions carefully before undertaking to register in a course.

Note: Under current regulations JI courses are GST-exempt.

☐ Please check this box if you do not want to receive future mailings about JIBC programs.

Send your registration form and payment or the same information by e-mail to:

Justice Institute of BC, 715 McBride Boulevard, New Westminster, BC, Canada, V3L 5T4
For registration only: Phone (604) 528-5590; Fax (604) 528-5653; e-mail: registration@jibc.bc.ca

Please use one registration form per student. Photocopy this form for use by each additional student.

Student Information

Register Early! Courses have limited space and often fill quickly. Don't be disappointed!

Student Information - The JI Library

When you enroll in the Conflict Resolution Certificate Program you are eligible for borrowing privileges at the JI Library.

If you are not yet enrolled in the certificate program, you are welcome to use the Library resources in the Library and may borrow through interlibrary loan. Contact the Librarian at your ministry, office, community college, university or public library.

Visit us in person: Monday to Friday - 8:00 AM to 5:00 PM
Saturday (September to June) - 10:00 AM to 5:00 PM.

Or on the Web: www.jibc.bc.ca/about/f-library.html



WEB RESOURCES

Our website can provide you with the following information and resources:

Bibliographies: These lists of books and videos in the JI Library are updated monthly. Pick them up in the Library or on the web (choose Bibliographies on the Library website).

- Conflict in the Schools
- Conflict Resolution
- Mediation
- Negotiation
- Partnering
- Restorative Justice

Web Resources: We have collected and annotated web sites about conflict resolution. Navigating the web for conflict resolution made easy (choose Web Resources on the Library website).

Library Catalogue: The Library collection is now on the internet, accessible from your home or office (choose Library Catalogue on the Library website).

What's New: Check out our new book and video titles on the web (choose What's New on the Library website).

BOOKS

Here is a small sampling from the more than 15,000 book titles available in the library:

- Family Mediation Handbook (HQ 838 L36 2000)
- Getting to Peace: Transforming Conflict at Home, at Work, and in the Workplace (HM 1126 U79 1999)
- Helping Kids Deal With Conflict: An Everyday Resource for All Teachers and Parents (BF 723 I645 S543 1996)
- The Making of a Mediator: Developing Artistry in Practice (HD 42 L36 2000)
- Negotiating At an Uneven Table: Developing Moral Courage in Resolving Conflicts (BF 637 N4 K74 2002)

VIDEOS

The JI Library has more than 2,300 videos. Sixty of these videos are on conflict resolution topics, including assessments conducted by the JI Centre for Conflict Resolution. Videos can be viewed in the Library.

- Conflict Communication Skills (V1476)
- Resolving Conflict Creatively in the School Community: Mediation (V1794)
- Family Mediation: We Can Work It Out (V876)

AUDIOCASSETTES

Listen to a book on your way to work. Choose from more than 150 audiocassettes:

- Getting Past No: Negotiating With Difficult People (BF 637 N4 U78 1991)
- Getting to Yes: Negotiating Agreement Without Giving In (BF 637 N4 F57 1987)

JOURNALS

We subscribe to these conflict resolution journals and newsletters:

- Conciliation Quarterly (Mennonite Conciliation Service)
- Conflict Resolution Notes (Conflict Resolution Centre International)
- Conflict Resolution Quarterly (Jossey-Bass, and is Sponsored by the Association for Conflict Resolution)
- Interaction (The Network: Interaction for Conflict Resolution)
- Journal of Dispute Resolution (Center for the Study of Dispute Resolution, School of Law, University of Missouri-Columbia)
- Mediation Quarterly (now Conflict Resolution Quarterly)
- The Mediator (Mediation Development Association of BC)
- Negotiation Journal: On the Process of Dispute Settlement (Kluwer Academic/Plenum Publishers in cooperation with the Program on Negotiation, an Inter-University Consortium)
- Resolve (Family Mediation Canada)
- The Round Table (Mediation Saskatchewan)
- Topics (B.C. Arbitration and Mediation Institute)
- Working Together (Institute for Dispute Resolution, University of Victoria)

COURSE MANUALS

All JI Conflict Resolution course manuals are available for your perusal in our Library. They are for reference only, and are shelved in our course manuals section.

RESEARCH

Online article and newspaper indexes are available on Library computers to help you find the information you need:

- Academic Search Elite (full text)
- CBCA: Canadian Business & Current Affairs (full text)
- Canadian Newsdisc (full text)
- CPIQ: Canadian Periodical Index (full text)
- NetLibrary (ebooks)
- Psychinfo



STUDY ROOMS

Reserve these rooms for group or private study.

COMPUTERS

The Library has a computer lab where you can use Microsoft Word, write resumes and essays, view CD ROMS or surf the net.

PHOTOCOPIES AND FAXES

Photocopies	\$0.20 per page
Faxes can be sent and received for you by Library staff:	
Local:	\$1.00 per page
North American	\$2.00 per page
Foreign	\$3.00 per page

BUY A BOOK CAMPAIGN

The Library holds its annual Buy A Book campaign in April. Your donation helps keep our collection unique.

CONTACT US

Phone: 604-528-5599
Fax: 604-528-5593
Email: library@jibc.bc.ca



THE JI STORE

The JI Store is the Justice Institute's retail outlet, supporting and promoting the work of the JI and its clients. Located at our New Westminster campus, the JI Store is open weekdays, 9:30 AM to 4:00 PM and by request for special events. With a product line of over 120 high quality and competitively priced products, the store can meet many of your needs while on campus and may be able to fill special orders. In addition to JI branded clothing, mugs and gift items, visitors may be particularly interested in the sundries carried by the store, including blank video tapes, toothbrushes, shoe polish, aspirin, JI pens, film, disposable cameras, envelopes, stamps and post cards.

Aboriginal Bursary (Court Mediation Practicum Program)	92
Address or Name Changes	97
The Art & Science of Problem Solving in Conflict Resolution (CR422)	38
The Art of Reframing (CR366)	44
Asserting Yourself in Conflict Situations (CR105)	44
Assessments - Enrolment Restrictions	97
Assessment - Mediation (CR975)	51
Assessment - Negotiation (CR950)	47
Attendance Requirements	95
Balancing Empathy and Assertion (CR325)	44
BC Mediator Roster	91
Building Consensus (CR516)	52
Building Constructive Connections within Institutions & Communities (PRJ201)	56
Career Options in Dispute Resolution	90
Centre for Conflict Resolution Vision, Mission	10
Certificate Completion	19
Certificate Program Enrolment	18
Certificate Specializations	21
Challenges of Facilitating (CR508)	52
Child Support Guidelines (FAM112)	59
Choosing Courses	36
Civil Procedure (CR846)	48
Coaching in Conflict: Strategies for Dispute Resolution (CR111)	44
Community Conferencing (PRJ204)	56
Community, Dialogue and September 11th (CR421)	38
Complaints and Suggestions	97
Conflict and Diversity: Key Challenges for the New Workplace (CR837)	54
Conflict Prevention and Resolution Through Organizational Design (CR361)	38
Conflict Resolution / Negotiation Specialization	24
Conflict Resolution for Cross-Cultural Teams (CR511)	54
Course Cancellations	95
Course Descriptions	
The Art & Science of Problem Solving in Conflict Resolution (CR422)	38
The Art of Reframing (CR366)	44
Asserting Yourself in Conflict Situations (CR105)	44
Assessments - Mediation (CR975)	51
Assessments - Negotiation (CR950)	47
Balancing Empathy and Assertion (CR325)	44
Building Consensus (CR516)	52
Building Constructive Connections within Institutions & Communities (PRJ201) ...	56
Challenges of Facilitating (CR508)	52
Child Support Guidelines (FAM112)	59
Civil Procedure (CR846)	48
Coaching in Conflict: Strategies for Dispute Resolution (CR111)	44
Community Conferencing (PRJ204)	56
Community, Dialogue and September 11th (CR421)	38
Conflict and Diversity: Key Challenges for the New Workplace (CR837)	54
Conflict Prevention and Resolution Through Organizational Design (CR361)	38
Conflict Resolution for Cross-Cultural Teams (CR511)	54
Court Processes and Court Documents (FAM105)	59
Critical Skills for Communicating in Conflict (CR102)	39

Criticism: How to Give and Receive It (CR206)	45
Dealing with Anger (CR200)	39
Dealing with Defensiveness in Conflict (CR319)	40
Dealing with Interpersonal Conflict (CR110A)	40
Designing & Implementing PRJ Processes in Schools (PRJ212)	56
Dynamics of Power (CR320)	40
Effects of Separation and Divorce on Adults (FAM103)	59
Effects of Separation and Divorce on Children (FAM104)	59
The Effects of Victimization (PRJ103)	57
Establishing a Community Justice Program (PRJ104)	57
Ethical Dilemmas for Mediators (CR326)	48
Facilitating Multi-Party Disputes (CR520)	52
Family Mediation Certification Preparation Workshop (FAM111)	60
Family Violence: Impact on Separation and Divorce (CORR605)	60
Foundations of Peacemaking & Restorative Justice (PRJ100)	57
Group Dynamics (CR504)	53
Handling Conflict on the Telephone (CR101)	41
Intercultural Communication: Bridging the Divide in Conflict Situations (CR552) ...	54
Introduction to Family Justice Services in BC (CORR606)	60
Managing the Conflict Within (CR423)	41
Managing the Hostile Individual (CR108)	41
Mediating Consciously: Being Real & Becoming Aware (CR858)	49
Mediating Court-Based & Non-Relationship Cases (CR460)	50
Mediation Skills Level I (CR250)	48
Mediation Skills Level II (CR400)	48
Mediation Skills Level III (CR829)	49
Multicultural Issues in Family Justice (FAM109)	61
Negotiating with Difficult People: Making It Hard to Say No (CR362)	46
Negotiating within a Labour Context (CR501)	46
Negotiation Skills Level I (CR260)	46
Negotiation Skills Level II (CR360)	46
Once Upon a Conflict: Story & Metaphor in Conflict Resolution (CR413)	42
Parent/Teen Mediation (CR419)	61
Parent/Teen Mediation Practice (CR420)	61
Peacemaking Circles: A Process for Building Consensus & Relationships (PRJ205)	58
The Practice of Mediation (CR557)	50
Professional Ethics and Standards of Conduct (FAM102)	62
Questions and Questioning (CR318)	45
Reality Check - Mediation (CR920)	51
Reality Check - Negotiation (CR910)	47
Reconciling Differences (CR834)	42
Resolving Conflict in the Workplace (CR110B)	42
Role of the Family Justice Counsellor (FAM101)	62
Separate Meetings: Pre-Mediation and Caucusing (CR415)	50
Shifting from Positions to Interests (CR302)	45
Substance Abuse Issues in Family Justice (FAM108)	62
Unfinished Business (CR316)	43
Use It or Lose It (CR930)	43
Victim Offender Mediation (PRJ202)	58
The Wisdom of Meditation in Everyday Conflict (CR109)	43
Course Fees - Refunds	96

Course Schedule by Course Name	78
Course Schedule by Location	66
Court Mediation Practicum Program	92
Court Processes and Court Documents (FAM105)	59
Critical Skills for Communicating in Conflict (CR102)	39
Criticism: How to Give and Receive It (CR206)	45
Dealing with Anger (CR200)	39
Dealing with Defensiveness in Conflict (CR319)	40
Dealing with Interpersonal Conflict (CR110A)	40
Definitions	20
Designing & Implementing PRJ Processes in Schools (PRJ212)	56
Director's Message	6
Dynamics of Power (CR320)	40
Effects of Separation and Divorce on Adults (FAM103)	59
Effects of Separation and Divorce on Children (FAM104)	59
The Effects of Victimization (PRJ103)	57
Establishing a Community Justice Program (PRJ104)	57
Ethical Dilemmas for Mediators (CR326)	48
Facilitating Multi-Party Disputes (CR520)	52
Facilities	94
Family Mediation Certificate	32
Family Mediation Certification Preparation Workshop (FAM111)	60
Family Violence: Impact on Separation and Divorce (CORR605)	60
First Nations Negotiation Skills Specialization	30
Foundations of Peacemaking & Restorative Justice (PRJ100)	57
Group Dynamics (CR504)	53
Guest Instructor Biographies	16
Handling Conflict on the Telephone (CR101)	41
Harassment and Discrimination	96
High School Resources	63
Information Sessions	37
Instructor Biographies	11
Instructor Substitutions	95
Intercultural Communication: Bridging the Divide in Conflict Situations (CR552)	54
Introduction to Family Justice Services in BC (CORR606)	60
JJ/UBC Certificate in Conflict Resolution in an Educational Context	34
JIBC Mission, Vision	5
Justice Institute Certificate in Family Mediation	32
Learning in the Workplace	8
Library	100
Managing the Conflict Within (CR423)	41
Managing the Hostile Individual (CR108)	41
Mediating Consciously: Being Real & Becoming Aware (CR858)	49
Mediating Court-Based & Non-Relationship Cases (CR460)	50
Mediation Skills Level I (CR250)	48
Mediation Skills Level II (CR400)	48
Mediation Skills Level III (CR829)	49
Mediation Specialization	26
Mediator Accreditation	91
Mediator Roster	91
Multicultural Issues in Family Justice (FAM109)	61
Negotiating with Difficult People: Making It Hard to Say No (CR362)	46

Negotiating within a Labour Context (CR501)	46
Negotiation Skills Level I (CR260)	46
Negotiation Skills Level II (CR360)	46
NSF Cheques	97
Once Upon a Conflict: Story & Metaphor in Conflict Resolution (CR413)	42
Other Conflict Management Services	9
Parent/Teen Mediation (CR419)	61
Parent/Teen Mediation Practice (CR420)	61
Participant Substitutions	97
Peacemaking and Restorative Justice Specialization	28
Peacemaking Circles: A Process for Building Consensus & Relationships (PRJ205)	58
Practice Groups	95
The Practice of Mediation (CR557)	50
President's Message	2
Prior Learning Assessment and Recognition	93
Professional Ethics and Standards of Conduct (FAM102)	62
Program and Career Information Sessions	37
Program Planning	22
Questions and Questioning (CR318)	45
Reality Check - Mediation (CR920)	51
Reality Check - Negotiation (CR910)	47
Reconciling Differences (CR834)	42
Refunds - Course Fees	96
Registration	98
Resolving Conflict in the Workplace (CR110B)	42
Role of the Family Justice Counsellor (FAM101)	62
Separate Meetings: Pre-Mediation and Caucusing (CR415)	50
Shifting from Positions to Interests (CR302)	45
Skills Coaches	17
Store	103
Student Code of Conduct	96
Substance Abuse Issues in Family Justice (FAM108)	62
Suggestions and Complaints	97
Tax Deduction	96
Times and Locations	95
Tips for Choosing Courses	36
Transcripts	96
Transfer Credit	93
Transfers	96
Unfinished Business (CR316)	43
Use It or Lose It (CR930)	43
Victim Offender Mediation (PRJ202)	58
Videotapes	95
Welcome to the JI	3
The Wisdom of Meditation in Everyday Conflict (CR109)	43

[illegible]

Contact Us

on-line

www.jibc.bc.ca

by telephone

in Greater Vancouver - 604-528-5608

Canada Wide toll free - 1-888-799-0801

to register

604-528-5590

by fax

604-528-5640

by email

conrex@jibc.bc.ca

by mail

715 McBride Blvd
New Westminster, BC
V3L 5T4

in person

McBride Blvd at 8th Avenue

Registration - 1st floor

Administration - 2nd floor

Justice Institute of BC
715 McBride Blvd
New Westminster, BC
V3L 5T4

RECEIVED



Please help us to conserve our natural resources and
reduce mailing costs by updating your address with us.

E-mail conres@jibc.bc.ca

Fax 604-528-5640

Call 604-528-5608 or 1-888-799-0801

You can also view our calendar and periodic updates
on-line at www.jibc.bc.ca/ccr.

Staying in touch with you is important to us!

Jl
JUSTICE
INSTITUTE
OF B.C.

Centre for
Conflict Resolution